



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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April's Meeting

Due to an automobile accident, the representative from ThinkFree could not make it. Ira Feigelman is OK, his car is not. With only 30 minutes advance notice, we called on Scott Randall. Scott demonstrated shareware for *Mac OS 9* and *Mac OS 10*.

One of the most useful products he introduced was *GraphicConverter* by lemkesoft (\$35). Carbonized for either *Mac OS 9* or *Mac OS 10*, *GraphicConverter* could be called a poor man's *Photoshop*. Originally a utility for converting dozens of file formats, including some from Apple II and Amiga machines and *DOS/Windows* machines, it now has image editing features and can use plug-ins designed for *Photoshop*.

Also, we got demonstrations of *xBen* (standardized speed benchmarking tester); *X-Ball* (a nice breakout game for *Mac OS 8.5* or *Mac OS 10* and only \$10 for the deluxe version); *RagTime* (for *Mac OS 8.1* to *Mac OS 9 (v5.6.2)* or *Mac OS 10 (v5.6f1)*, a highly-regarded, frame-oriented business publishing program. www.ragtime-online.com/.

Thanks to Scott for saving the day (er... evening) with a stellar presentation. —Bradley

Please note the new link in the head of the LIMac web site for Classified Ads. Besides the free ads offered to members in the FORUM, we are offering (with no time limit) an ad on our Web site.

You can advertise in four main categories:

- ▶ Help Wanted
- ▶ Seeks Employment
- ▶ For Sale
- ▶ Wanted to Buy

Sale items are limited to five items per ad. If you have pictures of the items you wish to sell, you can submit them. See our Website (www.limac.org) for more details. ▶

Pay Your 2003 Dues:

Send your \$36 check to: Long Island Macintosh Users Group, Post Office Box 2048, Seaford, New York 11783-0180 or bring it to the next meeting! ▶



May's Meeting



How's your digital hub working these days? Don't know what a digital hub is? Find out from Tom Cappellett and Blayne Perry from the Apple Store in SOHO. Tom and Blayne will do a tandem presentation of *iLife* and show you "what happens when you take four best-of-breed multimedia applications – *iTunes* for managing music; *iPhoto* for digital photography; *iMovie* for editing digital video; and *iDVD* for creating your own DVDs – and integrate them they work together seamlessly."

Apple says, "Suddenly, it all connects. Let your imagination soar: The *iLife* software applications let you do fun, creative things with your pictures, music and movies in ways that PC users can only dream about – and then you share your joy with family and friends every which way, from e-mail and the Internet to print and DVD. And you can do all these things and more quite nicely without thumbing through a manual. It's all part of the *iLife* experience." —Rick Matteson

Friday, May 9th at 7 p.m., Building 300, (Anna Rubin Hall), New York Institute of Technology, Old Westbury.

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

Multimedia SIG: *iMovie 3* new features and finishing the movie in progress. Held on the third Monday of the month at 7:30 p.m. in Bernie Flicker's offices: ABC Industries, 100 Cleveland Avenue, Freeport, call (516) 867- 8400, ext. 325 (send your e-mail address for details).

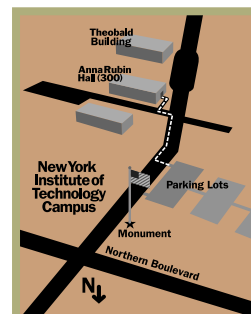
SIGs immediately before or after the general meeting:

Beginners SIG: 7 PM - The difference between the bitmap and vector drawings and how *AppleWorks* handles each type in all its modules.

MacSkills SIG: 7:45 PM (TBD)

DTP/Photoshop SIG: (TBD)

Photography SIG: 6:30; Bring your camera.



◀ 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, May 14th, at 8 p.m.



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TidBITS Troubleshooting Primer, Part 1

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

There's no point in pretending that problems never happen. Although this may be a typically male viewpoint, life - computer life and life in general - can be seen as nothing but problems (*challenges, opportunities*) and solutions. That has always amazed us is the level to which people without much technical experience assume that they can't possibly solve computer

problems. Although specialized knowledge certainly helps, troubleshooting is a universal skill. If you can figure out why your brakes are squeaking or why the sewing machine is jamming, you can figure out computer-related problems. Despite what many non-computer people think, there's no real difference.

For those of you who find tracking down and eliminating a problem intimidating, here's a guide that walks you through how I troubleshoot

problems of all types. (This article is adapted from the troubleshooting chapter I wrote for the book my friend Glenn Fleishman and I are co-authoring right now, tentatively titled *The Wireless Networking Starter Kit*.)

The most important piece of advice I can give you up front is: Be methodical. If you start trying solutions without thinking about what caused the problem and what the effect of any given solution may be, you just end up complicating

the entire situation. The best way to encourage a methodical approach is to take notes about what you see (especially any error messages), what you do, and the effects of what you do.

Describe the Problem The first step in troubleshooting is to identify the problem and gather information about it. That sounds simple, and it usually is, because most problems aren't particularly subtle. Perhaps you can't send email, or your one wired computer isn't visible to the

President's Message



Bill Medlow
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TIP!

HPJUS 1.3, a free, open source printer driver is now available prepackaged for *Mac OS X 10.2* higher (www.linuxprinting.org/macosex/downloads/hpijs-foomatic-1.3.ppc.dmg). This driver supports 212 printers (Apollo, HP DeskJet, LaserJet, OfficeJet, Business Inkjet, Mopier, PSC, PhotoSmart and more) and uses the open-source Foomatic printing system in combination with ESP Ghostscript, an open source PostScript interpreter, and CUPS, the built-in printing spooler in *Mac OS X*.

For most supported printers, this

Just a few words about our March 2003 presentation where I had the opportunity to demonstrate how you can upgrade your computer and more than double its processing power. I went from a double 500 MHz processor to a Sonnet Encore/ST 1.25 GHz. You know it will be faster, but for some of the 3D visualization CAD work that I do, it cut processing time in half. I was having some computer difficulties leading up to our March meeting and declined to actually reinstall the new processor at the meeting. Following the meeting, I contacted Sonnet Technologies was advised that they had become aware of some problems and have switched some diode (or something). Sonnet exchanged the card for an updated version and since then, the computer has worked flawlessly. This is not the first time I've upgraded with Sonnet and they always come through.

By the way, I want to say thanks to Sonnet for the wonderful raffle prize they provided. It was a Piccolo, which is a removable USB flash hard drive.

This made the winning member very happy. 🐘

Thanks.

Thanks to Peachpit Press and Kim Lombardi, (PeachpitMarketing Specialist) for the donation of five copies of Jim Heid's book, *The Macintosh iLife*, for our raffle at the May meeting. 🐘

From TextSperso:

"This week we became aware of a serious display conflict between *TextSperso 2.x*, *Mac OS 10.2.5*, and G4 processors. When *TextSperso* is run on a G4 with *Mac OS 10.2.5*, closely spaced vertical lines are drawn through *TextSperso*'s windows making it nearly impossible to see or read anything on them. This does not affect G3 machines.

"There are only two workarounds:

1. Back up *Mac OS* to 10.2.4 or earlier. Or, if you haven't upgraded to 10.2.5, do not do so.
2. Force *TextSperso* to run in the *Classic* layer.

Much of *TextSperso* was written in a language called Prograph. This problem is due to a clash between Prograph runtime and the way *Mac OS 10.2.5* manages its AltiVec code. *TextSperso 3.0* will remedy this problem" 🐘

Bradley's Tech Session



Bradley Dichter
bdichter@cdr.net

► **I have a 867Mhz TiBook (PowerBook G4) running Mac OS 10.2.3, it's three months old and the other day it started taking 30 seconds to go to sleep. I have a desktop machine, also running Mac OS 10.2.3, that sleeps in three seconds. I went to the Apple Store and another Mac user, who has the same machine, says his has always taken 30 seconds. We went over to a display model and it went to sleep in three seconds. Another user with a 1GHz model says his sleeps in three seconds. I've reset the power management, ran the permissions repair, used a cache cleaner software and cannot find a solution. I've tried Apple discussion groups and Usenet newsgroups: nobody can give me a clue why it would take 30 seconds to sleep. I tried Drive 10 but it found no errors.**

Have you tried starting up in *Safe Mode* by starting up with the *Shift* key down? It kills anything in your *Login* items folder - just like in *Mac OS 9*, starting up with the *Shift* key kills your *Extensions* and *Control Panels*. Probably one of the *Login* items is the problem. You might also consider upgrading to *Mac OS 10.2.5*; among the things it helps is battery life. Make sure you have the latest *Drive 10*, or it could cause more problems than it fixes. You can request a newer CD, but they will probably suggest you trade up to the forthcoming *TechTool Pro 4*. Look for it to ship at the end of July. Follow-up: I was right. It was a *Login* Item, *Mac Minder*, that was used to limit program usage by kids. Never heard of the program before, but sleep issues under *Mac OS 9* were often caused by *Extensions*, *Control Panels* or *Startup Items*. Too bad nobody at Apple thought of this. Maybe the recently updated *version 1.2.1* is better if you'd like to try again.

► **I bought MacLink Plus to help open attachments sent to me from PC users. It still doesn't open everything that comes in. What else would you recommend?**

Of course the easy answer is to buy a copy of every program for the Mac to increase your odds of opening any file. The main question is to know, in the body of the e-mail, what kind of file you are being sent, so you can use an appropriate program to open it. On

driver produces output quality equivalent to the drivers supplied by HP. In photo mode, with photo paper, the output quality is very high, especially for the HP DeskJet 990C and later models, which auto-detect the paper type in hardware. Photo printing is fully supported in the newer 6- and 7-ink models.

For many of the supported printers, HPJUS is the only driver available for *Mac OS X*. A major advantage of using this driver over those supplied by HP is the direct interface between HPJUS and the native CUPS spooler, which allows printing from any printer over any available connection such as *USB*, *AppleTalk*, *TCP/IP* (via *LPD* and *IPP*), *HP JetDirect*, and shared windows printers via *SAMBA*. Additionally, this driver utilizes the existing *Mac OS X USB* "backend" and thus does not install any software that might interfere with standard *USB* operation.

computers on your wireless network.

It's important to determine if the problem is reproducible or intermittent. Although an intermittent problem may be less irksome than a reproducible problem if you can keep working through it, intermittent problems are much harder to track down, because one of the variables involved is related to a time- or state-related fact. Reproducible problems almost beg to be solved, because you can't keep working

until you've solved the problem.

Pay attention to any visible indicators that might give more information about the problem. For instance, many devices have status LEDs that indicate whether a device is turned on and if it's performing some sort of activity. If those LEDs aren't working the way you expect, record that information.

Break the System Apart Once you have a firm grasp on the problem, you need to start

breaking the system related to the problem into discrete steps or pieces. Then you can start analyzing different parts of the whole. The hard part here is that you may not realize what the different parts of the system are, making it difficult to understand how one could fail. But if you think about what's involved in using the system, you should be able to determine most of the parts.

For instance, take the example of a wireless

network that also has one computer connected via an *Ethernet* cable. In this sample network, the one wired computer is used as an informal file server. You're using one of the wireless computers, and you suddenly can't connect to a shared folder that's worked fine before. What are the pieces of this system? Let's determine what must be true for the situation to work properly, after which we can analyze each of the components. (Continued next month)



NEW!

InDesign 3:

The third installment of *InDesign* will include interface tweaks and bug fixes along with a performance boost.

Code-named *DragonTail*, the new version will include a new PDF workflow derived from *Acrobat 6*, as well as new features for authoring eBooks. Sources said that the PDF improvements will usher in a variety of export options, including support for embedded video and audio files within a PDF. Intended for eBooks, this capability will give users the option of adding animation and audio to their eBooks in the form of a *QuickTime* movie or MP3 file.

InDesign 3 will also pack a *Story Editor* for editing text frames, *JavaScript* support and a *Package for Web* feature that will export *InDesign* items with an XML structure that can be reused for the Web.

Other features will reportedly include custom keyboard shortcuts, a *Separations Preview* palette, a control strip with contextual settings and variables, text wrap enhancements, and new color features.

More of Bradley's Tech Session

the assumption the PC user does not disclose this, the file name extension should give you a clue. I've seen a few *.pps* or *.ppt* files being passed around, which requires Microsoft *PowerPoint*. Of course, you may see many *.exe* files being sent, which will require *Connectix's* soon-to-be Microsoft's *Virtual PC* to use, as these are *Windows* applications. (Until August, *Connectix* will still be selling and supporting *Virtual PC* for Mac.) Maybe you are getting *Photoshop .psd* files and lack Adobe *Photoshop*. Get the shareware *Graphic Converter* to open these files. For a quick review of file name extensions, see <http://www.louisville.edu/~lmlars01/indulge/filenameextensions.html> or <http://instruct.uwo.ca/jim-lis/558/558ext.htm>

► **I got some .AVI movie files but QuickTime Player can't use them, nor can Windows Media Player. What can?**

Try the free *VideoLAN Client Media Player*. For a list of supported types, see <http://www.videolan.org/vlc/features.html> and download at <http://www.videolan.org/vlc/download-macosx.html>. Sorry, no *Mac OS 9* version. You may also need to use the free *DivX Tool* to fix the *fourCC* info. See http://www.digital-10k.com/divx_tool/.

► **I'm running Mac OS 9 on a PowerBook G3. About after every fourth mouse click the System locks up. Disk First Aid and Apple's hardware test CD found nothing wrong. Norton Disk Doctor, after six attempts starting from the CD, before the Finder loaded and the icons loaded. That didn't find anything major to fix.**

Have you tried a clean install of *Mac OS 9*? I'd first try rebuilding the *Desktop* by starting up and holding down the *Command-Option* keys. The fact that it took so many tries even when you started off the CD, leads me to suspect the *Desktop*. It still could be a failed memory upgrade or some other hardware issue not detected by Apple's tester. Maybe even a problem with the trackpad or mouse button itself. Have you tried using the PowerBook with a USB mouse? Also, make sure you have the latest *Mac OS 9.2.2* and latest firmware.

► **I have a LaCie external FireWire hard drive and I'm using Mac OS 10.2.4. It shows up in the Finder and I can drag files to and from it, but applications like Microsoft**

Word doesn't see it.

It's probably *DOS* formatted which the *Finder* can use but Carbon applications cannot see. It ships this way for greatest out-of-the-box compatibility. *Get Info* on the drive's icon to confirm the format. Copy the files off the drive, use Apple's *Disk Utility* to initialize it as *Mac OS Extended* and put *Mac OS X* drivers on it. Then copy files back onto it. Try *Word* again. By the way, *LaCie* has released a series of updates to *SilverLining*, a *Mac OS 9*-only formatting program up to *version 6.4.6a*.

► **I've been getting shorter and shorter wireless distances on my PowerBook G4 despite moving up from the original silver Airport Base Station, to the White Base Station and now to the Airport Extreme Base Station with a Dr. Bott omnidirectional antenna.**

Seems like the problem is a worsening connection inside the laptop to the antennas. You can send it for repair, or insert a *802.11b PC* card with external antenna, for a wireless link even better than a perfect internal one. Consider buying the *Macsense AeroCard Plus WPE-700* with a high-power antenna. It works in *Mac OS 9* and *OS 10*.

► **I loose my Optimum Online Internet connection via Airport every time I start up in Mac OS 10.2. I have to go to the Menu Bar and start it.**

I would first make sure you have the *Airport* card at the top of the list of your active *Network Port Configurations*. This will give it priority and the default Internet access method. The *Airport* card will be turned off to conserve battery power if the laptop was un-plugged from AC power at any time. I'd suggest updating your base station firmware as well as your *Airport* software on your Mac. ↴

Sore Eyes continued from Page 4

Asante Technologies www.asante.com/salesdocs/MacUserGroupMembers/ugpromo.pdf
Or phone Kevin Daniels at 800-662-9686 Extension 390 or e-mail kdaniels@asante.com.
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CodeTek Studios www.codetek.com
Prosoft www.prosofteng.com
The MUG Store www.apple mugstore.com
(Contact me for user ID and password.) ↴



TIP!

Setup Character and Paragraph Styles in InDesign:

Careful setup and use of both *Paragraph* and *Character* styles saves time and creates a consistent look - especially with multiple users. *Paragraph* styles change the entire paragraph, while *Character* styles only change the text selected. Body text, drop-caps, body, and subheads are styled with *Paragraph* styles. The drop cap itself is changed with a *Character* style (the default is the same font as the *Paragraph* style).



How's your digital hub working these days? Don't know what a digital hub is? Find out from Tom Cappellett and Blayne Perry from the Apple Store in SOHO. Tom and Blayne will do a tandem presentation of iLife and

show you "what happens when you take four best-of-breed multimedia applications – *iTunes* for managing music; *iPhoto* for digital photography; *iMovie* for editing digital video; and *iDVD* for creating your own DVDs – and integrate them they work together seamlessly."

Friday, May 9th at 7 p.m., Building 300, (Anna Rubin Hall), New York Institute of Technology, Old Westbury.

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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!

Another way to specify a blend in QuarkXPress:
 The Colors palette isn't the only place you can apply a blend. You can also use the *Modify* dialog box, which can be helpful if you happen to be making other changes to

Sore Eyes

Went to a meeting of MetroMac this past month. Dave Marra of Apple was the featured speaker. He was an interesting speaker, although he did a hard sell for the new version of *Apple Final Cut Pro* and also *Final Cut Express*. He took it for granted that his audience was all using *Jaguar* and let us know about the newly released update, *v10.2.5*. Since *Final Cut Pro* costs about \$1000 and *Final Cut Express* lists for \$299, we didn't have any difficulty in deciding between them. According to Dave Marra, there are more than enough transitions, sounds and goodies in *Express*, to keep us (and I believe many others) satisfied for quite a while. On June 12, MetroMac will hold a meeting at the Apple Store in SoHo with David Pogue as their speaker. Sounds familiar to me.

Dave talked about the coordination between *iTunes*, *iPhoto* and *iMovie*, and their ease of use. If we weren't already sold on the Mac platform, his talk would have done the job without a doubt. I updated my Cube to OS X 10.2.5 based on the many reasons itemized on the Website (info.apple.com) and so far, have not had any problems. I like to keep up with the latest versions, and yet I always have a suspicion of doubt hovering: Will this be the time that something causes trouble? Now Shelly is updating his *iBook* to see what trouble he can get into. So far, so good. No problems have yet appeared.

We're watching with interest, the analysis of MacWorld Expo and the suggested replacements for Mac shows once Expo moves back to Boston in 2004. Maybe we should all take the trek out to San Francisco to the Moscone Center next January. We'll have to think about that. At any rate, we're looking forward to one last whirl this July at the Javitz Center. ✎

User Group News

Last month I wrote about Macworld Expo to be held in New York at the Javits Center on July 14-18. Alas, the Expo has been reinvented as Create. Although Apple will have a booth at Create, it will not be anything like those of Macworld Expos of past years. This reduced Apple presence is fallout from the rift between Apple and IDG. Also, Apple wants to move away from the pressure of having to introduce new products at specific timed intervals of the year. They also feel they can save a great deal of money by not having to exhibit twice a year. Steve Jobs is not scheduled to deliver the keynote address at Create. It seems that the main benefits of Create will be derived from the conferences. Their current floor plan indicates that Create will be about half the size of previous Macworld Expos. For more information go to www.macworldexpo.com/macworld2003/V33/index.cfm and click on *Attendee*. As of now, LIMac will be hosting a user group booth and volunteers are needed. If you can help us out, please submit your name to Bill Medlow.

We are in the process of raffling off one of the User Group's laptops to make way for a newer model. Only 100 tickets are available. Once these are sold, we will hold the raffle. You need not be present to win. Obtain a ticket(s) at the next meeting or by mailing a check to our Seaford address made out to LIMac for \$5.00 per ticket. We will put your name, address and phone number on the ticket and will call you if you are the lucky winner.

The following vendors have special offers for user group members only. Check their Websites:

Casady & Greene <http://ug.casadyg.com>
 Stupendous Software www.stupendous-software.com

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Max Rechtman
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your graphic. To try this, create a picture box and then choose *Item > Modify* to access the *Modify* dialog box. Then click on the *Box* tab and look at the *Box* and *Blend* sections. As you can see, there's no color #1 and #2 here. Instead, color #1 is the color showing in the *Color* pop-up menu of the *Box* section; and color #2 is the color displayed in the *Color* pop-up menu of the *Blend* section. So, if you're already in the *Modify* dialog box, you can go ahead and set up your blend here rather than trekking off to the *Colors* palette.