



News You Can Use

NEWS

I will be out of town **Aug 30-Sep 14**. My son Joe will be home from college about Sep 4, so he will acknowledge any phone messages. Though he can help with quick questions, he'll advise you to hang on a while for the bigger items.

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QUICK TIPS

DOES MAIL GET CONFUSED?

Apple's Mail program occasionally seems to get confused. I've seen it make no progress while fetching mail, or else it goes into its "offline" mode.

Try *quitting* Mail and re-launching it. (Remember that you have to Quit, not just close the window.)

WEB PAGE WON'T LOAD?

Sometimes your web browser may fail to properly load a page, even if you try refreshing it. This hint applies to all browsers: Safari, Firefox, Internet Explorer, and Netscape.

Web browsers keep copies of pages on your computer for speed; sometimes they just refuse to get the *real* page from the Internet; they keep showing you the bad copy from your computer.

Try *clearing the cache*. In Safari, you can do this from the Safari menu. For the other browsers, you usually go to the Preferences:Advanced, and clear it from there.

Better Browsing X

Web Browser Choices

Beginning with Tiger, Apple no longer includes Microsoft's Internet Explorer web browser. Apple's own Safari is now so mature, and I.E. so old, that the decision makes sense. Microsoft declared over a year ago that they wouldn't bother with a Mac version any more, especially with Safari around.

The advice then, by way of a longtime friend at Apple, is to use Safari as your preferred browser. If a site doesn't work properly, use Firefox as your second choice. Wherever possible, abandon I.E. unless absolutely necessary. Firefox is free.

Even though Panther's version of Safari isn't as good as Tiger's, I've followed his advice and I'm happy with the results.

Downloading And Installing Firefox

1. Go to www.getfirefox.com. Click on the "free download" link and wait for the download to finish.

This will place a file called "Firefox 1.0.6.dmg" on your desktop (or elsewhere if you have told your browser to download to a different location). If they've updated the software version, it may not be 1.0.6, but everything still applies.

2. Double-click on *Firefox 1.0.6.dmg*.

You should then see another item on your desktop called "Firefox." It should look like another disk volume.

3. Double-click on the *Firefox* volume.

This will open a folder and inside will be the Firefox application. Simply drag the Firefox application icon to your Applications folder. (If you're asked for your Administrator password, fill it in and click OK. Some folks have no password; just click OK.) You are now ready to use Firefox.

4. Put the *Firefox* volume and *Firefox 1.0.6.dmg* in the Trash can, in that order.

After you copy Firefox to your Applications folder you can put both the Firefox volume and Firefox 1.0.6.dmg in the Trash; you don't need them anymore.

5. If you wish, drag the *Firefox* application's icon from Applications to the Dock for convenience.

The first time you start Firefox it should import your I.E.

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THE FINE PRINT**THE PRICE LIST****Standard Rate** is \$45/hr.**Apple Remote Desktop** help is billed at the reduced rate of \$35/hr.**Phone support** is *free*, except if the call runs to a half hour. Then it's billed at the further-reduced rate of \$25/hr.**Email support** is always free. Ask your questions and you'll get an answer, usually within a few hours.**Invoices** are mailed on the first of each month, covering charges incurred during the prior month. (So, for example, you'll be billed on May 1st for work done in April.)**New Clients** receive a one-time half hour discount !**WHAT'S IMPORTANT****Solving your problem** the *right* way, as much as humanly possible.**Not making things worse.** Some support folks try to fix one problem and end up creating new ones. Where does that leave you?**Keeping your costs down.** It's more important to provide good service than to squeeze out a few more bucks. When you see a "comp" item on an invoice, it's my way of helping to keep your costs low.

bookmarks, but it might not import Safari's. Go to **Bookmarks** > **Manage Bookmarks**. At the left should be a folder with the imported bookmarks.

Yipes, Stripes!**X****Tiger Update**

I've begun to get more experience with Tiger, both at home and with several clients' systems. As of this writing, there are about a half-dozen folks with new computers that came with Tiger pre-installed, and all seem to be running smoothly.

I've updated a few systems, including my wife's at home. (I'm still being cautious with my PowerBook, but I'm softening. There are so many folks running 10.3 Panther, though, that it's convenient for me to be running the same system.)

The upgrades went smoothly, and I've only found one minor problem: the new Mail command to add a photo directly to iPhoto doesn't work on updated systems, but only on pre-installs. I've reported the bug to Apple and hopefully we'll see a fix soon. Meanwhile, it isn't a big loss, especially since we never had that feature before.

I've installed the 10.4.2 and recent Security updates without incident too.

Wait...My Soapbox Is Here Somewhere**all****Daylight Saving Silliness**

Well, you may have heard that Congress has done it again: they've passed another foolish law without understanding its consequences.

In 2007, Daylight Saving Time will begin a three weeks earlier and end one week later. They say it will save oil. Unfortunately, saving ten thousand barrels a year is nonsense when we use three billion a year. Would you worry about .003 percent? (That's three-thousandths of one percent a year!) I don't recall whether this change is permanent, or whether we'll end up going back again.

The last time they changed DST was in 1973 during the Nixon administration. We didn't have personal computers, so the only systems needing updating were in big computer rooms. We barely had digital clocks back then! The cost to industry to provide software fixes, and the confusion caused by incorrect clocks, will eclipse any savings.

Currently, DST begins the first weekend in April and ends the last weekend in October. Starting in 2007, DST will begin three weeks earlier—the second weekend in March—and end one week later, on the first weekend of November.

Here are my guesses as to what Apple will update:

MORE TIPS

WHERE'S THE TOOLBAR?

Many applications show a *toolbar* of icons at the top of their windows.

Mail, for example, has icons like *Get Mail, Reply, Delete*, and so forth.

If they suddenly go AWOL, click on the oval-shaped silver button at the top right of the window.

This oval button hides and shows the toolbar at the top of the window. You'll notice that its behavior is consistent for all programs.

IPHOTO: MORE FILM ROLLS

iPhoto's *film roll* view was described in a prior tip, and I've always thought that you can't drag a photo from one roll to another. (Every time you import, iPhoto treats those photos as if they came from a separate "roll.")

Lo and behold, you **can** drag photos from roll to roll.

1. Highlight the photo(s) you want to move.

2. Drag them to the line showing the roll information. This line usually has the date and name of the roll; it appears just before the photos in the roll. The line will highlight; let go of the mouse and the photos will be moved.

PRINTER CRAZINESS

If your printer starts printing crazy junk—or if it just keeps saying "jobs stopped" for no reason—try turning it off and back on. Then restart the jobs and see if it works. Sometimes the printer can get out of sync with the computer and you have to do this to get it right.

- 10.4 Tiger: definitely.
- 10.3 Panther: very likely.
- 10.2 Jaguar: maybe.
- 9.x: probably not

I'm concerned that people may have to install *all the prior updates* to get the DST update. If, for example, you're running 10.3.6, you may have to update to 10.3.9 before you can install the DST update. I don't mind having the work, but I hate being forced into an update because there's always some risk.

Unfortunately, *millions* of computers won't be updated. This is especially true for industrial, government, and transportation systems, where it can take years for them to adopt a change. People will have to manually set a computer's time ahead in March, then push it back an hour when it jumps forward automatically April. In the fall, they'll have to push it ahead when it drops back in October, then manually set it back in November. I suspect the majority of people will simply leave things alone and ignore being off by an hour for a few weeks. That should be good for a laugh.

Worse yet is the situation with *embedded systems*, the clocks built into VCRs, DVD players, TVs, cars, FAX machines, and even some watches. Many of these clocks have automatic DST. We'll have to turn off that feature and manually adjust the time.

Keep in mind that much of this is speculation, but you heard it here first.

I Never Liked Them Anyway Dept. _____ X

I'm Anti-Antivirus

I've always been suspicious of antivirus programs. To be effective, they have to get their tentacles deep into the operating system. If they don't work perfectly—or their developers don't quite understand the system—they can cause problems.

Sure enough, on Tiger we're now seeing reports of problems caused by Norton Antivirus. Think of Nancy Reagan when you *Just Say No*.

Apple has consistently closed security vulnerabilities quickly and effectively. If we ever have virus or spyware problems, we'll all hear about them loud and clear, in time to take action.

"My mother thanks you, my father thanks you..." _____ all

Referrals

As they say at the Academy Awards, I'd like to take this opportunity to thank everyone. The referrals you're making show I must be doing something right, and they motivate me to always maintain high standards of quality work and service.