



# MAC FACTS

from

## Mac Help Desk

SUPPORT, SALES, TRAINING & SERVICE

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**a Macintosh Solutions Provider company**

Volume 14, Number 8

August 2004

### *A Message from Dru*

Two-thirds of the year gone and lots happening at Mac Help Desk! This weekend I'm off to Philadelphia to work. Be back on Sunday and a regular workday on Monday.



As I mentioned last month, schools are a-startin' all over. It's tune-up time for your Macs. Call the office to get scheduled.



Mark September 25<sup>th</sup> on your calendars. That's when the Apple Corps of Dallas, the oldest Mac User Group (MUG) in the country, will have Bob Levitus presenting Apple's great music creation program *GarageBand*. For more about Bob go here - <http://www.boblevitus.com/>. For more info go to <http://www.acd.org>.

- September 25, 2004
- Special Main Meeting time of 10am to Noon.
- Bob Levitus , a.k.a. Dr. Mac
- Dr. Mac's GarageBand 101 (or, So You Wanna Be A Rock 'n' Roll Star)
- Join Bob "Dr. Mac" LeVitus, author of "GarageBand For Dummies," for this entertaining demonstration, which he says, "should prove once and for all how easy GarageBand is to use."
- Watch Dr. Mac create a song from scratch, in less than an hour, right before your eyes. If you want to know about making music with GarageBand, you'll want to be there



**Rant of the Month** - Please empty your mailboxes – I can't tell you how many e-mails I get bounced back to me because the recipient's mailbox is fill. Of course, the people who really need to see this message won't receive it, **BECAUSE THEIR MAILBOXES ARE FULL!** So I'm reminding y'all to empty your trash in your mail programs (just moving the mail to the trash (or hitting the delete button) doesn't empty the trash and get rid of all those e-mails)



Thanks to all who stopped by to enjoy some great music from my band, LoveSong (<http://www.machelpdesk.com/lovesong>) on August 7th. Next public engagement is Saturday, September 4th at the Coffee Haus in Plano ([www.planocoffee.com](http://www.planocoffee.com)). 8pm - 10pm, no cover, no kidding! Come see why *Dallas Music Weekly* calls us "one of Dallas' finest small bands." All romantic music, all the time!



## **Internet Fraud: Phishers Want to Take Your Money**

*The scams usually begin with an e-mail telling you that you urgently need to address some matter in one of your financial accounts. Here's how to avoid becoming a victim.*

by David Kirkpatrick

The Internet bad guys are after your wallet. You have up to now been inconvenienced and annoyed by spam, but the fastest-growing online threat, and probably a more pernicious one, is phishing. Suddenly it's on the lips of almost everyone I talk to. And the phishers want to take your money.

Phishing refers to scams that usually begin with an e-mail telling you that you urgently need to address some matter in one of your financial accounts. Most often you get an e-mail saying your Citibank (*or US Bank, or Ebay, or PayPal - Ed*) account needs updating or something like that, and if you don't correct the data your account risks being frozen. Since Citi is so big, you probably get e-mails about Citi accounts even if you don't have one.

If you follow the links in these mails you will be taken to a fraudulent website that will attempt to get you to input critical personal data - account and credit card numbers, Social Security numbers, or passwords. Once the phishers have this data, they can take your money. And they will.

Phishing attacks grew 52% in June over May, according to Tumbleweed Communications, a company that sells software to secure and authenticate Internet messages. It is working with The Anti-Phishing Working Group to compile data about the growing scams. The phishers use fake return e-mail addresses 92% of the time, so you can't trust what it says in the sender line. In a separate report, the Gartner research firm recently calculated that 57 million Americans were exposed to phishing attacks in the last year - meaning they got e-mail from phishers. But more worrisome is that 19% of the people who are attacked click on URLs in the e-mails, Gartner found.

"We think this is going to hurt the most deep-pocketed and undereducated group-50- to 70-year-old computer users - the baby boom," says David Moll, CEO of Webroot, a software company that is about to launch a free anti-phishing software tool for consumers in September. When he says "undereducated" he doesn't mean people who didn't attend college, but rather people who are technically naive. The key fact is that these are often the people with money. "The average scam today is about \$1,200," says Moll. "What happens when it's somebody's entire 401(k)?"

Moll says that there have been \$1.2 billion in losses from phishing so far, mostly in the last six months. The losses are being felt most by financial institutions, since consumer liability - for instance, for fraudulent use of credit cards - is often limited by law.

Webroot's strategy is to gain traction among consumers with its free tool and then to become a supplier to the banks and investment institutions who will soon want to offer anti-phishing software to their customers.

The Pax World Fund, a socially and environmentally responsible mutual fund, put out a release on Tuesday acknowledging that it had been the victim of a phishing scam in June. The phishers hosted

a look-alike website that promised extra-high returns.

Pax suggests six steps consumers can take to reduce the risk of being victimized by phishing:

**1)** Watch carefully for high-pressure e-mails urging you to divulge personal financial information or to start making financial transactions at a new website page.

**2)** Make sure you only conduct web transactions on a secure page, with "https" in the address line. That "s" means secure. But Pax adds that this check is not foolproof, because some con artists can fake such security.

**3)** Watch for suspicious website addresses that are not the same ones you've used before. If you have any doubt, close your browser, reopen it and go to the address you've used in the past.

**4)** Review statements from financial institutions carefully to see if there may be unauthorized trades or withdrawals.

**5)** Use the latest technology - keep your browser and operating system software up to date. A special Windows patch that may help protect against phishing is available at [microsoft.com/security](http://microsoft.com/security). Use technology like Earthlink ScamBlocker, a free browser toolbar. Webroot's tool is also likely to be useful, I'd say, and another company called WholeSecurity claims to have a proven downloadable toolbar that will be available next week. (This field is hot - everything's happening all of a sudden.)

**6)** Report the problem by letting your financial institution know it has been targeted.

Moll of Webroot says that while it's a good idea to alert your financial institutions, this in itself is becoming a huge headache for many banks, credit card companies, and investment groups. Since phishers indiscriminately send out spam in the name of financial firms hoping to hit someone who actually has an account there, Moll says some institutions are finding that half of all phishing complaints are coming from people who aren't even their customers.

One of the most scary things that Moll told me is that phishers now have developed something called "script injection." It enables them to control just a portion of an otherwise legitimate website. So you might be navigating around a legitimate website, but when you put your info into a little window on the screen, that data may go to a fraudster. Moll told me this in part because his upcoming software will be able to detect and prevent this.

But there is not likely to be any permanent solution, he concedes. "It's another arms race, like with the virus writers," he says.

Another promising weapon for fighting phishing fraud will be authenticated e-mail like Tumbleweed's, or like the Mailblocks software recently acquired by AOL. If senders have to authenticate themselves before sending you mail, you will presumably stop getting the lion's share of phishing-related e-mails. But so far the percentage of people using such tools is minuscule. Authentication means inconveniencing, at least briefly, those who send you mail. Many of us have, at least up until now, been reluctant to do that.

But our attitudes may start changing quickly. This is serious stuff. Identity theft has inconvenienced and hurt hundreds of thousands of people. Estimates range from 200,000 to 700,000 Americans annually. And the related impacts of phishing are numerous. For example, credit-card numbers stolen in this way are increasingly being used to defraud online merchants. And while it's known that organized crime is hugely involved in phishing and online fraud, there is some evidence that terrorists may be getting in on it, too.

Some are beginning to darkly suggest that with spam, viruses, and phishing growing at such a rapid pace, the entire future of the Internet as a common destination may be in jeopardy. The Web is now a huge factor in modern life. If we can no longer have confidence in the technologies we've come to trust, the entire economy could take a hit. You're going to be hearing a lot more about phishing and online fraud.

Also see "The Juice Boosted Army" in the Newsline section.



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## NEWSLINE

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### **Apple updates Mac OS X to 10.3.5**

by Tony Smith

Apple has released the latest Mac OS X update, taking the operating system to version 10.3.5. It has also patched a hole in the OS' code for handling PNG graphics files.

Mac OS X 10.3.5 improves on its predecessors with improvements to the OS' Bluetooth code for better data transfer performance and its graphics drivers for ATI and Nvidia chips.

The update also touches on the OS' font handling, its compatibility with external Firewire and USB devices, its support for NTFS formatted volumes and how it handles remote login and home directory mounting.

Safari now handles GIF files better, while Mail mailbox renaming is possible without potential data loss. Image Capture, the OS' digital camera and scanner control software, can now pull across MPEG 4 video files. Various 10.3.4 issues surrounding PowerBook and iBook audio - both in and out - have been fixed too, Apple said.

Most importantly, the update provides a new version of libpng, the operating system's library of routines for dealing with PNG (Portable Network Graphics) files. The update now prevents the buffer overflow attacks that could open the Mac OS - and other operating systems that support PNG - to malware.

Apple also made this fix available as a separate update for both Mac OS X 10.3 and 10.2.8, for Mac users who have yet to upgrade to Panther.

All the updates are available through Mac OS X's Software Update facility - look in System Preferences - or as standalone downloads.

Apple is offering a full update, that takes any version of Mac OS 10.3 to 10.3.5. You can get it at Apple's web site, but it's an 88MB download. The smaller (43MB) 'delta' update, which only upgrades 10.3.4 to 10.3.5, is also available at Apple.

Both releases include the latest Security Update, which is also available as a standalone install for Mac OS X 10.2. and Mac OS X 10.3.5



## iTunes Music Store Catalog Tops One Million Songs

Apple® announced that the iTunes® Music Store now has over one million songs available for download in the US, becoming the first and only online digital music service to offer consumers a million song catalog. The iTunes Music Store features music from all five major record labels and over 600 leading independent labels from around the world. With more than 100 million songs downloaded and more than 70 percent market share of legal downloads for singles and albums, the iTunes Music Store is the world's number one online music service.

“The iTunes Music Store offers the world's most extensive collection of downloadable music with over one million tracks available,” said Eddy Cue, Apple's vice president of Applications. “With more than one million songs, over 600 independent labels and dozens of innovative features, iTunes is the ultimate destination for discovering and downloading music.”

The iTunes Music Store is available in the US, UK, France and Germany, has Apple's legendary ease-of-use, pioneering features, personal use rights and breakthrough pricing, and is the best way for PC and Mac® users to legally discover, purchase and download music online. The iTunes Music Store gives users the ability to play songs on up to five personal computers, burn a song onto CDs an unlimited number of times, burn the same playlist up to seven times and listen to their music on an unlimited number of iPods.

Apple offers a complete solution for discovering, buying, managing and listening to digital music anywhere with the unbeatable combination of iTunes, iPod® and AirPort Express™ with AirTunes™ which lets music lovers wirelessly stream music from their PC or Mac to a stereo located in any room in their home.\*

\* Actual range may vary



From: <http://www.broadbandreports.com/shownews/52121>

## The Juice Boosted Army Spammers pound the web with MLM scheme

by Karl Bode

You have to hand it to the spammers pushing the Juice MLM scheme discussed last week on Broadband Reports; at least they're creative in a reckless, no regard for ethics sort of way. With the company promising to pay affiliates to spam the vaporware technology, the MLM campaign has exploded across the internet with some eager affiliates - some going so far as to offer free bars of silver to users.

As we've covered, the miracle Juice software (though there's no actual software) promises users that a simple download will provide them with speeds in excess of 2Mbps (with a 100% uptime guarantee) via ordinary phone lines - for free - for life.

Wait - it gets better.

The service FAQ says they'll pay users of their product: \$914 for every Error 404 (page not found error) they encounter after installation, \$182 for every spam that evades their filters, \$914 if their connection doesn't see 100% uptime, and \$365 for every instance of your child bumping into unwanted pornography or rabid sexual predators.

But wait - it gets *even better*.

Affiliates suckered into spamming for the operation are being promised \$50 for every user they sign up before the product's October 1 "launch" which is "*limited to only 80 million slots*," claims the website. Affiliates will also be paid \$3 for every user their referrals sign up, the site proclaims.

The result has been a stampede of pseudo-entrepreneurs and spammers, hoping to get in on the massive October 1 payout, and doing everything in their power to get noticed. "*What have I got to lose?*" one affiliate informs us. "*the risk to profit ratio is simply too good to pass up!*"

Since the original report, Juice Boosted spam has simply exploded: we've heard radio ads, seen countless forum posts in countries all over the world, watched eBay get flooded with auctions, and have watched official sounding press releases flash over the news-wires. This Cox user goes so far as to promise he'll send users 100 ounces of silver if they can't get the "free 2Mbps broadband" the scheme offers.

With the insane of capital the company would need to pay up and the ridiculous technical claims alone, you'd assume people would steer clear. Apparently not; we've been watching users of the UK scam hunting website scam.com - <http://www.scam.com> - discuss the product viability for days, with many affiliates still defending the as yet non-existent product.

How about if they knew the company ripped off the site design of a legitimate dial-up compression company known as OnSpeed, who is currently considering legal action? Perhaps the lack of contact info, phony business address, no evidence of the "23 patents" the company claims it holds, or no evidence of incorporation would clue them in?

At best the operation is a joke; at worst it's an MLM scam designed to harvest e-mail addresses and financial information from users temporarily lobotomized by the promise of a quick buck. We've contacted the authorities in both the US and UK, and are eagerly awaiting the October 1 product launch.



## Rumor Monger

### Exclusive specs: New 17 and 20-inch G5 iMacs to offer 1.6 and 1.8GHz speeds

**Think Secret Exclusive.** The soon-to-be-announced, re-designed iMac will be available in two 17-inch models with a 1.6GHz G5 processor and two 20-inch models with a 1.8GHz G5 processor, reliable sources have told Think Secret. In addition, the new models will be housed in an all-in-one body with the motherboard and components attached to the back of the display.

Highly reliable sources have provided Think Secret with incontrovertible evidence of the new iMac specifications. Sources would not confirm specific pricing, but did acknowledge that MSRP will probably fall in the same range as current iMac models -- between US\$1,300 and \$2,200 -- but could venture slightly higher.

The new iMac line will begin with a bare bones "education" model using a 17-inch widescreen, active-matrix display. Running on a 1.6GHz PowerPC G5 processor, the educational model will not include an optical drive or internal 56K modem, sources said. Its main features will include a 40GB Ultra ATA hard drive, 256MB of DDR SDRAM, 512K L2 cache, NVIDIA GeForce4 MX graphics processor with 32MB of DDR video memory, VGA video output, S-video and composite

video output, 10/100BASE-T Ethernet, two FireWire 400 ports, three USB 2.0 ports, and two USB 1.1 ports on the keyboard.

The entry-level consumer iMac will have the same specs of the 17-inch educational model, but with a slot-loading Combo drive, 80GB Serial ATA hard drive, NVIDIA GeForce MX 5200 Ultra graphics processor with 64MB of DDR video memory, and a 56K internal modem.

The widescreen 20-inch iMac will include a 1.8GHz G5 processor, slot-loading SuperDrive, 80GB Serial ATA hard drive, NVIDIA GeForce MX 5200 Ultra graphics processor with 64MB of DDR video memory, and 256MB of DDR SDRAM. All other features will be the same as the 17-inch models.

The top-of-the-line 20-inch model will be identical to the mid-range, 20-inch iMac with the exception of a larger, 160GB Serial ATA hard drive.

All of the new iMac models will feature a microphone and stereo speakers built right into the enclosure. All models will also support up to 2GB of DDR memory, be AirPort Extreme-ready, and come with the standard software suite presently found on the existing iMac models. The new models will come with a wired mouse and keyboard standard.

One interesting addition to the entire lineup will be an optical digital audio output, just as is found on the Power Mac G5 towers. The optical output will support 5.1 digital surround sound, but will not include Dolby support, as Apple is not a licensee of the technology found on similar Windows-based PCs.

Sources told Think Secret that the new iMac design is "impressive" and "an eye catcher." The new unit will not have a display with adjustable neck as found on the current iMacs, but will feature an all-in-one design with the logic board, optical drive and other components housed on the back of the flat-panel display.

Sources said the new model will be similar in design and style to Sony's VAIO W700G, but with sleeker lines and contours. "It's not fair to compare the new iMac to the Sony model," said a source. "But it's the closest thing to it that currently exists."

Experts Think Secret has spoken to believe one of the reasons for the decision not to include an optical drive on the educational model is to not only keep prices down, but to fulfill a request by many schools not to include the drive. Some schools have told Apple that they have experienced increased security problems from having optical drives in their Macs. Many schools have deliberately locked down their optical drives to prevent sharing and copying of copyrighted material.

The new iMacs will undoubtedly be criticized for their small amount of memory; one industry expert commented that it is time for Apple to include 512MB of memory in all its systems not just because most Windows-equipped PCs ship with that much RAM, but because many Mac applications now need that much memory to run efficiently. Many experts believe that Apple has decided not to jump to 512MB of RAM in an effort to protect profit margins, which are constantly under pressure and are looked at very carefully by market analysts and investors.

Sources have also confirmed Apple is still planning on debuting the new iMacs at a keynote address scheduled for August 31 at the Apple Expo in Paris. It is still not known if Apple CEO Steve Jobs will deliver the presentation, but Apple is not expected to delay the debut of the new iMacs; Jobs has been recovering from recent surgery to remove a cancerous tumor from his pancreas. It is not known who would replace Jobs as keynote speaker and show organizers tell Think Secret no such decision has been announced yet by Apple.



Thanks for taking the time to read this month's newsletter. Hope you enjoyed it. If you have any comments or suggestions for stories (or would even like to write a story - hint, hint, hint), please send them to me at [machelpdesk@comcast.net](mailto:machelpdesk@comcast.net) Feel free to share this newsletter with a friend. The newsletter archives are located at <http://www.machelpdesk.com/page6a.html>. Y'all come back now, y'hear.