



MAC FACTS

from

Mac Help Desk

SUPPORT, SALES, TRAINING & SERVICE

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A Message from Dru

No more Reselling - DALLAS, TX. Dru Richman, CEO of Mac Help Desk, Inc, today announced the foundation of the Mac Help Desk Brokerage Program for the procurement of Apple branded products for Mac Help Desk client/friends. "Apple doesn't want any unauthorized companies selling Apple branded products," says Richman. "And while we had been selling Apple branded products to our client/friends for the past several years", he continued, "we really had ethical concerns about this practice. These concerns are what lead us into Apple's Mentor Program as a Reseller Affiliate last year. Unfortunately after several months of very successful participation in the program, Apple decided we really weren't *in* the program, so we had to leave (the program we weren't really in. Sort of like using the Start button to turn off a Windows computer)." "We had to find another method to support our clients", said Richman, "so based not only on a suggestion of the local Reseller Account Executive Channel Sales and Distribution person from Apple but along the guidelines of the Mentor program itself, we have reformatted our sales business into a brokerage business. We will no longer directly sell Apple branded products. Instead we will act as your agent to find and procure the product at the lowest possible price from an Apple dealer. When you purchase the product you will get an invoice from the dealer (not Mac Help Desk) for the Apple branded products. You're happy, we're happy, and Apple...well who knows. For you it will be business as usual - call when you want product(s). We'll do all the legwork from there."



New Mac Help Desk client/friends from May: Parmer Richardson, Steve Fitts, Bettina Stepick, Mark Lee, Marie Garrison, Richard Smith, Lyndia Washington, PC Marketing, Jo Champion, Susan Lasater, Lauro Chartrand, and Kelly Smith. Welcome all!



1st Saturday was a bit wet. But I was still able to find some great stuff. (6100s for \$90), external SCSI boxes for \$15, and more. See you in July.





Fixing/Recovering Almost Any Hard Drive

By Puffjr

Sooner or later your hard drive will fail you, it is just a matter of time. It could be a minor problem or something big like a crashed disk or a Sad Mac during startup. Today I'll tell you how to fix or at least recover data from almost any hard drive.

Minor verses major disk errors: The difference I make between minor and major disk errors is this, minor disk errors can be repaired without having to startup from a special boot disk. Major disk errors require a boot disk to fix them. Why this distinction??? Because fixing an error while your Macintosh is running is easy but starting up from boot disks can be difficult and dangerous, not to mention time consuming.

Minor Disk Problems:

- 1) You can find minor disk problems by going to optimize your hard drive. In a lot of these programs you can set it to check for drive damage before it does its work. If it finds any problems it will notify you first.
- 2) You can fix most minor disk problems without having to startup from a special boot disk. Just run your utility until all problems are fixed. If you can not fix all the problems you've got major disk error(s) most likely.
- 3) Now try to optimize your hard drive. If you get no errors everything should be okay. If not go back to step two.

Symptoms:

- 1) Slow hard drive
- 2) Slow bootup
- 3) Random Type 1 errors and other nuisances
- 4) Trouble optimizing a hard drive

DO NOT try to optimize a damage hard drive, if you do you you risk destroying the data for good!

Major Disk Problems / Sad Mac:

A severely damaged hard drive can be fatal. How fatal you ask? So fatal that it can cause a Sad Mac to show up upon booting up your Macintosh. With proper disk care though you will never get a Sad Mac due to a damaged hard drive.

- 1) Reboot your Macintosh from another volume to fix it. See "Building a custom boot up disk" below.
- 2) Run your disk repair utilities.

3) Rerun them until you can go threw a COMPLETE set of diagnostics without any errors showing up. Some errors hide other errors.

4) Reboot your Macintosh but from its own drive this time.

Symptoms:

- 1) -192 errors
- 2) Unmovable files, folders, etc..
- 3) Undeltetable files, folders, etc.
- 4) Lots of Type 1 errors on your Macintosh. DO NOT try to optimize a damage hard drive, if you do you might risk destroying the data for good!

Notes: Repairing a majorly damaged disk can be done but you must do some extra special things as well.

- 1) LOTS of patience.
- 2) It can take you several passes or more to fix everything.
- 3) It will normally take you multiply utilities to get it working.
- 4) You may not be able to save all files.
- 5) Do not listen to any messages that says the disk is unrepairable or damaged beyond repair. In most cases repeat passes can fix it.
- 6) It may look like you are fixing the same exact error over and over again but what is normally happening is that you are finding and fixing the same type of problem in several mspots on your hard disk.

Crashed Disk (i.e. Dead, dead): You can not fix this one yourself. You must send it out for the data to be recovered directly from the disk itself. I hope you have a backup copy of your data. If you do, trash the hard disk. If you do not, get ready to shell out hundreds or even thousands of dollars to recover your data. I have heard of www.drivesavers.com I have not used them, but it is a place to start.

Building a custom boot up disk:

After building dozens of custom startup disks here are some general rules as to what you want on your emergency boot up disk. Make this disk BEFORE you need it.

1) Get an empty disk, the larger the better. It can not be a USB or FireWire disk though because USB and FireWire are not bootable.

2) Copy the following on to it:

- a) Norton Disk Doctor
- b) Current anti-viral
- c) Disk First Aid
- d) The driver to boot up from this disk if it is not a floppy
- e) TattleTech (current version is 1.8.1 and can be found at:<http://www.users.uswest.net/~mjohn5>)
- f) The System and the Finder from your Macintosh
- g) As much of the rest of your System Folder as possible

IDC Confirms Apple is Number One in U.S. & Worldwide Education Markets

CUPERTINO, California—June 6, 2000—Leading market research firm International Data Corp. (IDC) today announced that Apple® continues to be number one in sales to the U.S. and worldwide education markets. IDC's Q1CY'00 Worldwide Education Market Report shows Apple captured 26 percent of the U.S. education market and 14 percent of the worldwide education market.

“We consistently listen to our customers and work hard to design the best products that meet both classroom and administrative needs,” said Mitch Mandich, Apple's senior vice president of Worldwide Sales. “Only Apple provides the innovative hardware, software and Internet offerings that together provide unparalleled solutions for the education market.”

Apple's comprehensive education solutions include iMac™, iBook™, AirPort™ and iTools, a revolutionary new category of Internet services free to Mac® OS 9 users.

iMac is the easiest way to connect to the Internet from your desktop and features iMovie™, Apple's breakthrough desktop video editing software that's perfect for students chronicling field trips or creating video book reports. iBook's unique design, coupled with AirPort, Apple's wireless Internet access for both iMac and iBook, creates a completely mobile classroom. Apple's iTools include: iDisk, which provides 20 megabytes of free Internet storage and is a great way for teachers to distribute course work or store documents; Mac.com, which provides free email access for parents, teachers and students to stay in touch; KidSafe, which protects children online by specifying what sites they can access; and HomePage which lets students and teachers build their own personal web sites and host it on Apple's Internet servers for free.

In addition to its hardware, software and Internet offerings, Apple also offers iServices, comprehensive consulting, integration and training services to assist teachers and administrators in successfully integrating technology into the classroom.