



MAC FACTS

from

Mac Help Desk

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🍏 Apple Solution Experts 🍏

🍏 Apple Consultants Network 🍏

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A Message from Dru

Wow! Things are moving fast and furious at Apple. See *Newsline* (below) for more details!

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June goes on: Saturday June 1 – It's that time of month again!. After a few months hiatus, we're back to going to 1st Saturday Market. For those who have never been, you owe it to yourself to go at least once. We meet at 5:45 am. No, we're not crazy, just cheap! The reason for the early attendance is you can purchase computer gear at remarkably low prices. Come see for yourselves. 1st Saturday – Ross & Central Expressway (Hwy 75), just west of Central.

On June 15th, the Apple Corps of Dallas (Dallas' oldest Mac User Group) will meet at the Richardson Civic Center. Guest speaker will be Shawn King. Mr. King is the host of an internet radio show. FREE and open to the public. Meetings start at 9 am. Go to <http://www.acd.org> for more info.

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Need work? Or just want to earn a few more \$\$\$? The Richman group is hiring! See our website at <http://www.chimachine.us> or call 972-783-9790 for more info.

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The office will be closed from Friday May 24th through Monday May 27th for the Memorial Day holiday. (and so I can celebrate my 6th anniversary with wife, Carol. Who'd of thunk it! Six years!). If you're one of the estimated 29 million Americans traveling that weekend, please drive carefully! We want to see you back here, safely, in Dallas.

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As we get ready for graduations, just remember, one of the best gifts you can get your child, is a new Macintosh. It's a gift that will last (and be used) for many years. See our website for more details on how you can save when you purchase through Mac Help Desk, Inc.



How to Send an Email

by Marc Zeedar

A couple weeks ago I mentioned my philosophical opposition to HTML email. As I expected, this generated a bit of controversy. The main arguments by HTML proponents seemed to fall along two lines.

One, some people are forced (by work, economics, etc.) to use a system that only sends HTML email. It is thus unfair to punish those people by blocking all HTML email or lumping them in with spammers.

Two, limited HTML formatting is useful and helpful, such as conveying emphasis (bold, italic) or hot-links.

The first argument is irrelevant. Just because a few people must use an HTML email client is no reason for me to change my client or modify my opposition to HTML email. If an individual wants to use an HTML email client, they are free to do so, though I'd caution those people that they are possibly making it more difficult for their message to be read. If they don't care if their message is read or not, then by all means, use HTML email. My point is simply that I chose not to do so.

The second argument is far more popular, and of more concern to me. I've heard many people say that HTML email is easier to read, since it's formatted, and what's wrong with that?

Certainly well-done HTML email is easier to read than plain text. I actually wouldn't have much of a problem with HTML email if it was limited to basic tags like bold, italic, headlines, and bullet lists. But well-done HTML email is rare: most HTML email is designed for flash, not for communication.

I've seen dozens of HTML email messages that contained five or six lines of actual text while the email was three pages of CCS info and complex HTML formatting. That's ridiculous.

I'd argue that when plain text emails are well-done they're just as easy to read as HTML email, and they're compatible with every computer on the planet!

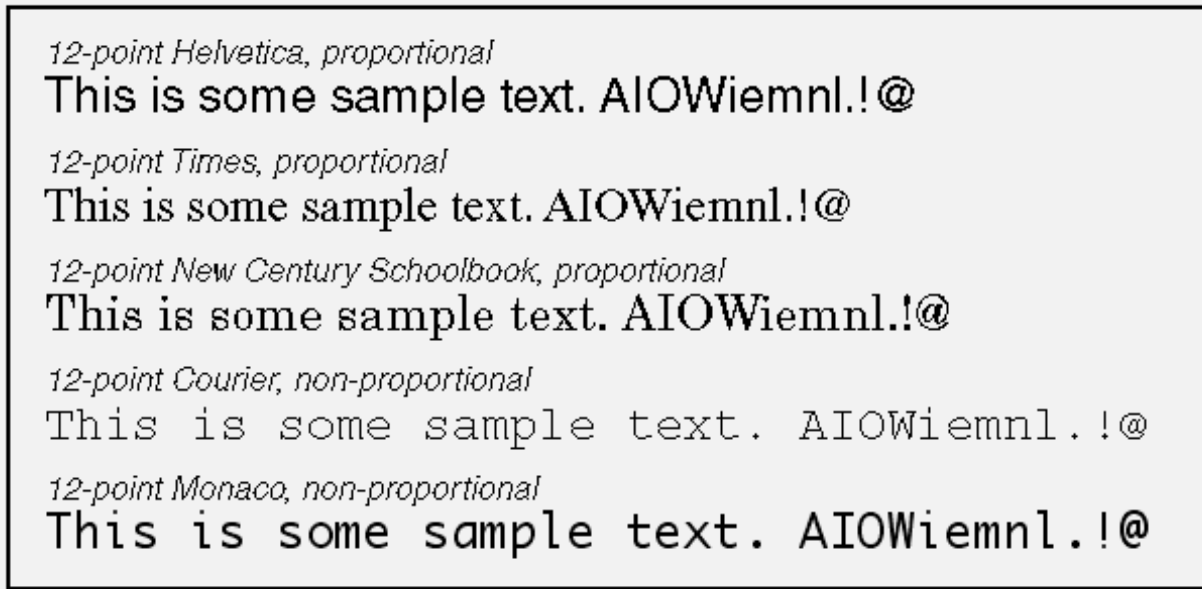
The problem is that few people know how to create properly formatting plain text emails or take the time and trouble to do so. So today's column is a little unusual: we're going to have an email creating tutorial!

How to Create Properly Formatted Plain Text Emails

Use Non-Proportional Fonts

The first key for plain text email is that you must use a non-proportional font. Proportional fonts are variable-width: a i takes less space than a w. With a non-proportional font, all letters take the same amount of horizontal space.

Take a look at these examples with some common fonts.



Most plain text email clients use a non-proportional font, like Monaco (though some let you override this to use a different font). This is best because you then know that every letter will take the same amount of space. That lets you manually format text using spaces to align elements.

Look at the following charts. The first is formatted with the default font of your web browser, and is most likely a proportional font. The second chart is formatted with a PRE tag, and should appear in a non-proportional font in your browser.

Major League Soccer Standings (as of 5/13/02)

Western Conference					Eastern Conference						
TEAM	GP	W	L	T	PTS	TEAM	GP	W	L	T	PTS
San Jose	8	5	2	1	16	Chicago	7	3	3	1	10
Los Angeles	7	4	1	2	14	MetroStars	8	3	4	1	10
Colorado	7	4	2	1	13	New England	5	2	2	1	7
Dallas	7	2	2	3	9	Columbus	7	2	4	1	7
Kansas City	6	1	3	2	5	D.C. United	8	2	5	1	7

Major League Soccer Standings (as of 5/13/02)

Western Conference

TEAM	GP	W	L	T	PTS
San Jose	8	5	2	1	16
Los Angeles	7	4	1	2	14
Colorado	7	4	2	1	13
Dallas	7	2	2	3	9
Kansas City	6	1	3	2	5

Eastern Conference

TEAM	GP	W	L	T	PTS
Chicago	7	3	3	1	10
MetroStars	8	3	4	1	10
New England	5	2	2	1	7
Columbus	7	2	4	1	7
D.C. United	8	2	5	1	7

Obviously the second chart is *much* easier to read. But creating it required a little bit of work. I had to translate the tabs into spaces and align everything up nicely. It wasn't difficult, but it did take a few minutes. (Look at the HTML source: the two are identical except for the PRE tag.)

That's the key: take the time to format your plain text emails correctly, and they'll be extremely readable.

How many of you have received a forwarded joke from someone and it came into your email client looking like this:

```
> >>A minister dies and is waiting in line at the Pearly
Gates.
> >Ahead of
> >>him is a guy who's dressed in sunglasses, a loud shirt,
leather
> >jacket
> >>and jeans. Saint Peter addresses him, "Who are you, so
that I
> >may know
> >>whether or not to admit you into the Kingdom of Heaven?"
> >>The guy replies, "I'm Joe Cohen, taxi driver, from New
York."
> >>Saint Peter consults his list. He smiles and says to the
taxi
> >driver,
> >>"Take this silken robe and golden staff and enter the
Kingdom of
> >>Heaven."
> >>Now it's the minister's turn. He stands erect and booms
out, "I
> >am the
> >>Right Reverend Joseph Snow, pastor of Saint Mary's for
the last
> >>forty-three years."
> >>Saint Peter consults his list. He says to the minister,
"Take
> >this
```

> >>cotton robe and wooden staff and enter the Kingdom of Heaven."
> >>"Just a minute," says the minister. "That man was a taxi driver
> >and he
> >>gets a silken robe and golden staff. How can this be?"
> >>"Up here, we work by results," explains Saint Peter.
"While you
> >>preached, people slept; while he drove, people prayed."

What a mess! It's practically unreadable. Whenever I get one of these, I reformat it to look like this before I resend it:

A minister dies and is waiting in line at the Pearly Gates. Ahead of him is a guy who's dressed in sunglasses, a loud shirt, leather jacket and jeans. Saint Peter addresses him, "Who are you, so that I may know whether or not to admit you into the Kingdom of Heaven?"

The guy replies, "I'm Joe Cohen, taxi driver, from New York."

Saint Peter consults his list. He smiles and says to the taxi driver, "Take this silken robe and golden staff and enter the Kingdom of Heaven."

Now it's the minister's turn. He stands erect and booms out, "I am the Right Reverend Joseph Snow, pastor of Saint Mary's for the last forty-three years."

Saint Peter consults his list. He says to the minister, "Take this cotton robe and wooden staff and enter the Kingdom of Heaven."

"Just a minute," says the minister. "That man was a taxi driver and he gets a silken robe and golden staff. How can this be?"

"Up here, we work by results," explains Saint Peter. "While you preached, people slept; while he drove, people prayed."

Isn't that much better?

Now it might seem like it's incredibly difficult to transform the first into the second, but it's really not that hard. The trick is having the right tools. A good text editor like BBEdit, Word, or even AppleWorks can be indispensable. It gives you commands to remove '>' - quote marks preceding lines, to indent text, and features powerful find/replace so you can clean up the text.

There are also programs like Email Cleaner and textSOAP, which are specifically designed to make it easy to reformat text.

I've even written scripts in OneClick that help me clean and prep text for emailing.

Keep Lines Short

When you're creating a plain text email, be sure to keep the lengths of your lines short: typically 62 or 65 characters maximum. The actual max varies depending on your email client, but it's best to error on the side of too short rather than too long.

Yes, most email programs support line lengths greater than that, but what happens when the text is quoted and returned to you, and perhaps you quote that return the email back again? Those extra > characters added to the front of each line add up -- what originally worked may not after being sent back and forth a time or two.

Quote Text Properly

That brings us to our text topic, quoting text. Most email programs automatically support "quoting" text when responding to an email. That's a way of indicating what the other person said by putting > marks in front of each line.

Subject: 5/11
Date: 5/6/02 2:42 PM
Received: 5/6/02 3:31 PM
From: Marc
To: John

John wrote:

>Hey, are we on for the game Saturday?

You bet -- let's leave early as I need to stop at Fry's first.

-- Marc

It's considered good netiquette to use quotes. Remember, most people send and receive lots of emails, and if it's been a few days, it's difficult to remember what the conversation was about.

If this was all you had to go on, would you know what it's about?

Subject: 5/11
Date: 5/6/02 2:42 PM
Received: 5/6/02 3:31 PM
From: Marc
To: John

You bet -- let's leave early as I need to stop at Fry's first.

-- Marc

Quoting is especially valuable for multi-part conversations, where it can be difficult to tell who said what during an email exchange. Remember, you don't need to quote an entire conversation, just the critical snippets appropriate to your conversation. Many email clients will display the various quote levels in different colors, making it easier to see who said what.

Use Proper Grammar

Sloppy writing leads to sloppy formatting. If you take the time to spell words correctly and use proper grammar, you'll be inclined to format your email correctly as well. You'll come across as more professional.

Don't use too many jazzy 'net abbreviations (the occasional BTW [by the way] might be okay, but stay away from more obscure stuff like IMHO [in my humble opinion]). Write in proper upper and lower case, the way the language was designed. Above all, never use lame abbreviations (like "This is 4 you") or upper/lowercase mixtures (like "lEtS gO!"). Those will definitely classify you as a two-year-old.

Stay Away from Special Characters

Email is designed to be a platform independent communication solution. Unfortunately, platforms still have trouble talking to one another, especially if they use any special characters (accented letters, symbols, curled quotation marks, etc.).

It might be a trademark symbol on your computer, but it could show up as a strange dingbat on the receiver's system. Sometimes that happens even when you're both on the same platform -- the email is garbaged as it passes across the Internet because an email server in the middle doesn't support that character.

The rule: stay away from special characters. Don't use curled quotes or symbols. I'd stay away from accented characters as well, unless they're crucial in conveying meaning or you're communicating with someone regularly and you know the accented characters work. Stick with the basic letters, numbers, and punctuation.

Clean Up Bad Characters and HTML

If you're forwarding on some text or grabbing text from a website, make sure you clean up any "garbage" characters or ugly embedded HTML.

For instance, I sometimes see messages like this:

RC 1 in developer lingo means Release=20
candidate 1 of a version in this=20
case, Mozilla 1.0. For those unaware,=20
a 1.0 in open source development=20
means a completed, fit and finished=20
application.=20

This happens because an email server along the way didn't properly support email standards and the returns at the end of lines came through encoded. It's ugly and difficult to read. Take the time to fix it (it just takes seconds with a find/replace in a text editor).

Sometimes you'll find portions of HTML in the middle of text -- delete it and clean things up. You'll make everyone's life easier.

Conclusion

This list of suggestions is by no means comprehensive, but it should get you started and at least get you thinking about what you're emailing. Taking a few extra seconds of time to properly format your email will have tremendous benefits.

Not only will people understand you better, and treat you as a professional, but the more people who do this the better: eventually the idiots who type in all lowercase (*or all upper case -Ed*) or horrible combinations or use hideous abbreviations will be perceived as the morons they are and the world will be a better place.

Finally, the more of us who write correctly in plain text, the less encouragement there is for HTML email, who look at the bad examples above and claim them as justification for HTML email.

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NEWSLINE

Apple Introduces Xserve 1U Rack-Mount Server

New Server Delivers Multiprocessing, Large Storage & Fast Networking

Apple introduced Xserve™, a powerful 1U (*1 Unit high – approx.1.75” tall -Ed*) rack-mount server designed with Apple's legendary ease-of-use for groundbreakingly simple set up and remote management. Designed from the ground up as the perfect complement to Apple's UNIX-based Mac OS X Server software, Xserve is ideal for business and education customers.

Xserve provides exceptional performance in a compact 1U rack-mount server. Its dual 1 GHz PowerPC G4 processors each have 2MB of Double Data Rate (DDR) L3 cache, and Xserve is the first 1U server to use DDR SDRAM memory with up to 2GB capacity. Xserve offers best-in-class storage, with up to 480GB on four hot-plug ATA/100 drives, and best-in-class networking with standard dual Gigabit Ethernet ports. Xserve includes an unlimited user license to Mac OS X Server software, offering users a perfect combination for file/print service, video streaming, database applications, computational clustering and web and mail serving.

“Xserve is the result of listening to our customers,” said Steve Jobs, Apple’s CEO. “Xserve is super easy to set up, and is easily integrated into existing networks. Plus, with its unlimited-user software license at no extra cost, Xserve is a tremendously cost effective server with real UNIX under the hood.”

“We saw Xserve and were blown away. We are adding 40 new servers before the end of the year, and Xserve is perfect for our outdoor creative and media production needs,” said Joe Shannon, Clear Channel Worldwide's CTO. “As the global leader in outdoor advertising, radio broadcasting and live entertainment, Clear Channel will be using Xserve to satisfy our demanding network requirements.”

“Apple’s powerful new Xserve rack-mount workgroup server solution combined with Apple’s UNIX-based Mac OS X Server software is a superior platform for Oracle9i Database” said Michael Rocha, senior vice president, Product Services and Platform Technologies, Oracle Corp. “Oracle's leading database clustering technology, Oracle9i Real Application Clusters, running on Xserve will deliver enterprise-class solutions to our joint customers and create new opportunities for both companies.”

Xserve is perfect for I/O intensive applications such as digital video, high-resolution digital imagery and large scientific datasets. With capacity and performance rivaling much more expensive servers from Dell, HP, IBM and Sun, Xserve delivers high-speed networking, 15 gigaflops of computational power and nearly a half terabyte of hot-plug storage. With four independent ATA/100 drive channels, Xserve offers nearly double the performance of other 1U servers that utilize more expensive Ultra3 SCSI drives.

Xserve features several new capabilities designed to make server set up and remote management easier than ever before. Server Admin™, a powerful new services monitoring and remote management tool, allows administrators to easily set up and manage all key Mac OS X Server network services remotely. Server Monitor™, a powerful new hardware monitoring tool, allows system administrators to remotely monitor one or many servers, get detailed subsystem views instantly, produce reports and receive system notification alerts via text capable email, pager, cell phones or PDAs.

Apple is offering a choice of world-class services and support programs including 4-hour onsite response, 24x7 technical support, AppleCare Service Parts Kits and the AppleCare Professional SupportLine and Tools program.

Additional Xserve features include:

- * single or dual 1 GHz PowerPC G4 processors;
- * 2MB DDR L3 cache per processor;
- * three PCI slots, two of which are 64-bit, 66 MHz PCI slots for high performance I/O—the fastest ever in a Mac®;
- * up to 2GB of DDR high-performance memory running at 266 MHz—the first DDR main memory in a Mac;
- * software RAID mirroring for protection of important data and RAID striping for additional performance;
- * a VGA graphics card that supports headless booting and enables easy connectivity to industry standard cross-platform devices;
- * an optional AGP 4X graphics card to connect displays, keyboards and a mouse for “Mac-in-a-rack” solutions;

- * three 400Mbps FireWire® ports with two accessible on the back panel and one on the front panel for quick access;
- * two USB ports, one DB-9 serial console port and an optional Ultra3 SCSI card for connecting to external storage and backup devices;
- * an optional fiber Gigabit Ethernet adapter;
- * Mac OS X Server software featuring QuickTime® Streaming Server, WebObjects and the latest advancements from the Open Source community such as Apache, Samba, PHP, MySQL and Tomcat; and
- * Native protocol support for AFP over TCP/IP, SMB/CIFS, FTP and NFS enables easy integration into existing Mac, UNIX or Windows networks.

Pricing & Availability

Xserve will be available in June 2002, and customers can place orders beginning today through the Apple Store® (www.apple.com) and through Apple Authorized Resellers. Xserve will come in two standard configurations, or can be fully customized to meet specific customer requirements. The two standard configurations are:

- * single 1 GHz PowerPC G4 processor, 256MB DDR RAM, 60GB ATA/100 Apple Drive Module, dual Gigabit Ethernet, CD-ROM and Mac OS X Server with unlimited clients for a suggested list price of \$2,999 (US); and
- * dual 1 GHz PowerPC G4 processors, 512MB DDR RAM, 60GB ATA/100 Apple Drive Module, dual Gigabit Ethernet, CD-ROM and Mac OS X Server with unlimited clients for a suggested list price of \$3,999 (US).

Apple today also previewed its new high-performance RAID storage product featuring industry standard 2Gb Fiber Channel, which will be introduced later this year.

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Apple Unveils New eMac for Education

17-Inch Flat CRT eMac Most Affordable G4 System Ever

Apple unveiled the eMac, a new desktop line designed specifically for education, featuring a stunning 17-inch flat CRT and a powerful 700 MHz PowerPC G4 processor in a remarkably compact design that is 8 mm less deep than the original 15-inch iMac®. The most affordable PowerPC G4 system ever, the new eMac line starts at just \$999 (US).

“Our education customers asked us to design a desktop computer specifically for them,” said Steve Jobs, Apple’s CEO. “The new eMac features a 17-inch flat CRT and a powerful G4 processor, while preserving the all-in-one compact enclosure that educators love.”

“By listening to educators and including their suggestions in the development of the product, Apple is showing why they have led the market for technology in education for the past 25 years,” said James L. Konantz, Asst. Superintendent, Instructional Technology, Los Angeles Unified School District. “The new eMac delivers on the promise of powerful, affordable technology for schools.”

Designed for today's digital classroom, the new eMac incorporates a 17-inch flat CRT, yet is actually 8 mm less deep than the original iMac with its 15-inch CRT, an ideal size for both classrooms and computer labs. The 17-inch flat CRT display has screen resolutions up to 1280-by-960 pixels in 24-bit color. All eMacs include Apple's award-winning suite of digital lifestyle software, including iPhoto™ for managing and sharing digital photographs, iMovie™ 2 for creating digital movies and iTunes™ 2 for creating a digital music library.

With five USB ports and two FireWire® ports, eMac provides easy plug-and-play connections to popular peripherals such as digital video camcorders, digital still cameras, printers and scanners. The eMac line includes a choice of a tray-loading CD-ROM drive or DVD-ROM/CD-RW Combo drive for watching DVDs and burning CDs.

Additional eMac features include:

- * 40GB ATA Hard Drive;
- * built-in 10/100BASE-T Ethernet;
- * a 56K V.90 modem (some models);
- * support for optional AirPort™ (IEEE 802.11) wireless networking;
- * a total viewable image size of 16 inches on the 17-inch flat CRT;
- * an audio-in port, headphone jack, and integrated 16-watt digital amplifier and stereo speakers for great stereo sound;
- * NVIDIA GeForce2 MX 3D AGP 2X graphics with 32MB of Double Date Rate (DDR) video memory for outstanding performance;
- * an incredible software bundle offering AppleWorks®, QuickTime®, Mac OS® X Mail, Microsoft Internet Explorer, WorldBook Mac OS X Edition, PCalc and Acrobat Reader;
- * Mac OS X version 10.1.4, Mac OS 9.2.2; and
- * Apple's optical Pro mouse and full-size Apple Pro Keyboard.

Pricing & Availability

eMac priced at \$999 (US) includes:

- * 700 MHz PowerPC G4 processor;
- * 128MB SDRAM;
- * CD-ROM optical drive; and
- * 40GB ATA Hard Drive.

eMac priced at \$1,199 (US) includes:

- * 700 MHz PowerPC G4 processor;
- * 128MB SDRAM;
- * CD-RW/DVD-ROM Combo optical drive;
- * 40GB ATA Hard Drive; and
- * 56K V.90 modem.

The new eMac will be available to education customers in the US and Canada in May through the Apple Store for Education at www.apple.com/education/store or by calling an Apple education sales representative at 800-800-APPL.

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Apple Previews Jaguar, the Next Major Release of Mac OS X Features Major New Technologies and Applications

Apple previewed the next major version of Mac® OS X, code-named “Jaguar,” to more than 2,500 Macintosh developers at its Worldwide Developers Conference. “Jaguar” will be available to customers in late summer 2002, and will further establish Mac OS X as the most advanced operating system in the world.

“Jaguar is packed with incredible new features that Mac OS X users are going to love, including our iChat instant messaging software,” said Steve Jobs, Apple’s CEO. “Jaguar takes the world’s highest-volume UNIX-based operating system to the next level, adding amazing new technologies never before seen in any operating system.”

“Jaguar” includes many innovative new features, such as:

- * iChat, Apple’s new AIM-compatible instant messaging software that is built into Mac OS X and integrated with the new Mail and Address Book applications;
- * QuickTime® 6, the first complete solution for industry standard MPEG-4 video and AAC audio streaming;
- * Rendezvous, Apple’s proposed new industry standard for automatic discovery of computers, devices, and services on IP networks (i.e., Ethernet, AirPort®);
- * Address Book, Apple’s new system-wide database for managing contact information;
- * Finder™, now enhanced with spring-loaded folders and new instant searching;
- * Sherlock® 3, Apple’s all-new Internet search and services tool;
- * Quartz™ Extreme, the hardware accelerated Quartz graphics and compositing engine;
- * UNIX Tools, the latest UNIX advancements including FreeBSD 4.4 updates, the new GCC 3 compiler, IPv6 and IPsec; and
- * Windows Support, for increased compatibility with Windows networks with SMB browsing and sharing as well as built-in PPTP VPN security.

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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), please send them to me at <mailto:machelpdesk@attbi.com> 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!