



# MAC FACTS

from

## Mac Help Desk

SUPPORT, SALES, TRAINING & SERVICE

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🍏 Apple Solution Experts 🍏

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### *A Message from Dru*

To all of our Jewish client/friends – L'Shana Tovah - May you be inscribed in the book of life, prosperity and health, for this year and many more to come. Happy New Year!

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We will be closed on Saturday September 30<sup>th</sup> for the holiday of [Rosh Hashana](#) and again on Monday October 9<sup>th</sup> for [Yom Kippur](#).

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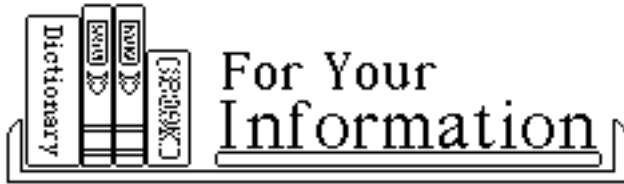
These folks joined our wayward band of Mac users in August: Upswing, Dixie Miller, Kenny Carson, Helen Davis, Tim Dzyacky, Dr Pepper (Good at 10, 2 and 4!), Housing Crisis Center, Kevin Tracy, Shira Leon, Jose Artiles, Parallel Design Group, and Harlan Butt. Do you guys know what you've gotten yourselves into?

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It's the Electricity, Really! - We have been experiencing periodic electricity outages for the last 3 weeks here at the office due to (we now find out) a faulty electrical breaker panel. When the electricity goes out, it kills the answering machine (which resets). So, if you've called recently and we didn't call you back, call again please. We've fixed the panel and the electricity should be flowing smoothly from here on out. (I hope!).

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Apple Legal gives it's 'OK': As many of you know, in March 2000 we stopped 'selling' new Apple products and became Apple *brokers*. As a broker we act as your agent to procure new Apple hardware for you at the lowest price available. [Just like a stockbroker procures shares in a company (stock) at your behest]. We were concerned that this practice would run afoul of Apple Legal. Last Friday, in an unprecedented phone conference, Apple Legal gave its approval to this endeavor provided that the title of the hardware was not transferred to Mac Help Desk during the transaction. According to Apple's Legal department as long as the invoice from the hardware vendor lists the 'end-user' (*that's you guys -Ed*) in the 'Sold To' portion of the invoice, then the title of the hardware goes directly from the vendor to the end-user and the title would not be transferred to Mac Help Desk. Sounds screwy, but that's the law. The bottom line on all of this legal mumbo-jumbo is that you can continue to call on us to provide any of your hardware (Apple or otherwise), software, or other peripherals needs. **Visit our web site to see how you can save up to \$50 when you purchase a new Mac through Mac Help Desk!**



## Mac OS X...What You Should Really Know And Why There Is No Need To Worry Today

by Roger Kasten Jr.

There has been a lot of discussion and interest in Mac OS X, and through it all I have been amazed by one thing: many people appear to be making major decisions based on a complete lack of information. People appear to be distraught over the purported inability of Mac OS X to run on their computers. Yet when I ask them why they need to run Mac OS X, they are unable to provide an explanation. Clearly there is something going on here. I think it's time to take a calm, rational look at Mac OS X. Let's examine the new OS along with the existing installed base of Macs; and the people who own those Macs; and the applications they want to run. I urge you to take a few moments to look through this missive. It should prove interesting.

Who can run Mac OS X, according to Apple: Anyone who owns a Macintosh that originally shipped with a G3 or G4 processor. That includes:

1. PowerBook G3 (with white Apple logo)
2. iMac (all models and speeds)
3. Beige Power Mac G3(all models and speeds)
4. Blue & White Power Mac G3 (all speeds)
5. Graphite Power Mac G4 (all ZIF-based Yikes)
6. Graphite Power Mac G4 (all Sawtooth)

Who can't run Mac OS X, according to Apple: Anyone who owns a PowerPC Macintosh that originally shipped with a 601, 603, 603e, 604, 604e or Mach V processor. That includes:

1. PowerBook 1400
2. PowerBook 2400
3. PowerBook 3400
4. 4400 Series
5. 5200 Series
6. 5400 Series
7. 5500 Series
8. 6100 Series
9. 6200 Series
10. 6300 Series
11. 6400 Series
12. 6500 Series
13. 7100 Series
14. 7200 Series
15. 7300 Series
16. 7500 Series
17. 7600 Series
18. 8200 Series
19. 8500 Series
20. 8600 Series

- 21. 9500 Series
- 22. 9600 Series

Some of you are probably already moaning and groaning because your computer is part of the group that is listed immediately above. Hang on for a few more minutes. It's always darkest before the dawn.

Apple has stated that the group of machines shown above will not be supported under Mac OS X. That statement does not necessarily mean that Mac OS X won't install and bootup. It simply means that Apple will not support Mac OS X running on that group of computers. It also implies that Apple will not spend any time testing and debugging any OS-related issues relating to those computers.

One of the proclaimed hallmarks of Mac OS X is tremendous stability. With that in mind, you really need to ask yourself, "Does it make sense to try and run an all-new OS on a group of computers that are not going to be supported by Apple?" If we answer that question calmly, we invariably reach the conclusion that it doesn't make sense to run it on those computers.

Many of you are already saying, "but, but, but." Despite the fact that you know you will not be supported, you are still thinking that it might be different if it is running on your computer. Let's see if we can figure out what it is about OS X that causes normally rational people to throw out reason and rush towards impending doom. "The software made me do it!" may be the next excuse of the new millennium!

**4 out of 5 people, with the wrong hardware, want to run Mac OS X because...**

**Reason**

**Reality**

1. It is so cool looking.	It's just the interface. It's not the real guts of the Operating System. It has nothing to do with how well the new OS works. However, we love a good GUI and you can get much of the same look from a well designed Appearance Manager file
2. It supports Multi-Processing (MP).	That sounds great, but I'm willing to bet you don't own an MP card for your unsupported computer. To really take advantage of MP you're also going to be required to purchase all-new MP-aware apps.
3. It supports pre-emptive multi-tasking	Wow, that really sounds great. But tell the truth now...do you really know what that means? Out in the real world, what does pre-emptive multi-tasking give you? How will it improve your performance? It is a buzz word. Don't use it until you're sure what it means. It is a real feature, but to take advantage of it you will need to buy all-new software, or upgrades.
4. It doesn't crash.	Now <i>*this*</i> is genuinely a good reason to want to run Mac OS X. However, it should be pointed out that the only way to obtain a reasonably crash-proof system will be to run Mac OS X on a supported computer and

	purchase all new Mac OS X apps or upgrades. Are you prepared to take this step?
5. They want to be "first on their block."	That is probably the most honest reason for wanting to immediately jump on OS X. Sadly, it is also one of the worst reasons to perform the upgrade! Upgrading to OS X will not be like upgrading to OS 8 from OS 7, or OS 9 from OS 8. Upgrading to OS X will be a major undertaking with a reasonable amount of expense attached. If you are not prepared to purchase new applications or upgrades, then there is no reason to move up to OS X. The benefits are only obtained when running OS X-aware apps.
6. A guy on the Internet says it is safe	I read on the internet that you can remove your own appendix in a simple pain-free operation. Who wants to try it with me? Please, please, please don't depend on rumors and innuendo when it comes to something as important as OS X or your appendix. Wait until there are many sites that are all echoing a unanimous message of rock-solid stability. Then you can jump into the world of OS X on your unsupported computer.
7. Because it will do things they can't do under OS 9	There is truth to this reason, but it is still not enough of a reason. It still boils down to you running a radically different OS on your older, unsupported computer. Go ahead, run OS X. When you inevitably encounter difficulties, you may be on your own.

### **Am I Down On OS X?**

No way! I freely admit to being a techno-geek. I get goose-bumps when I encounter really cool software and hardware. I am excited by OS X! I am also very concerned about many people's reactions to OS X!

I think OS X will be very cool once it has had a chance to get where it is headed. Right now it is still alpha code. It has just entered the public beta stage. It will be quite some time (*possibly March 2001 - Ed*) before it becomes a commercial product. I want end-users to understand they should step gingerly around...not jump squarely onto... a piece of software that is not ready to ship on a commercial basis.

Many people, whose computers aren't supported by OS X, need to get over their feelings of being left behind by Apple. This is simply reality at work. Apple can not, and should not, be expected to support every computer they have ever made under this new OS. As someone who owns a 7300-9600 class of computer, I would love to have seen Apple include this group of computers in the list of supported machines. Of course, if that happened, then the people who own 4400-6500 computers would want the same thing. Where would it end? The same place where several previous radical OS attempts went... nowhere! Apple needed to draw a line in the sand and they

did. Users need to accept that line and determine what, if anything, it really means for them; their computers and the software they want to run.

### **What Do People Really Want From OS X, And Are They Going To Be Satisfied?**

I continuously encounter people who moan and groan about the fact that their computer is seemingly worthless because it won't be able to run OS X. What is genuinely interesting is that when pressed for a reason why they feel they need to run OS X, they rarely have an answer. They often mention something about the really cool Aqua interface. This is truly an indication of how successful Apple has been in designing the new User Interface. There are people who appear ready to dump their computers simply because the new User Interface won't run on their existing computer. There are other people who seem to feel their computer's usefulness is at an end when OS X starts shipping. This is an amazingly incorrect belief.

### **Why You're Safe Regardless of Which Power Mac or Performa You Own!**

#### **Excuse**

#### **Reality**

1. I won't be able to run the all-new Aqua User Interface (UI) in OS X	With Appearance Manager in OS 9, you will be able to choose from what will surely turn out to be dozens of competing OS X look-alike UIs.
2. I won't have MP capability	This is untrue. You can purchase a third-party CPU upgrade and run MP-aware applications such as Adobe Photoshop under Mac OS 9.
3. I won't be crash-proof.	You're not crash-proof right now, yet somehow you manage to still get your work done. This will not change the day Mac OS X ships. Sure, it would be nice to never crash again, but it hasn't stopped you for years and it won't stop you anytime soon. It is a great thing to aspire to but for now, you and your computer will continue to do great work for many years to come... even under Mac OS 9.
4. I won't be able to run the latest and greatest versions of apps.	This is just plain FALSE! You will continue to have access to all the new applications. You have something working in your favor that Mac OS X does not have... namely, a very large installed base of users. There are well over 20 million Mac users whose computers can not run OS X. A very large percent- age of these people are able to run OS 9. When it comes time to develop a new application, a software vendor now has three choices... 1) Develop only for OS 9 and lose the new OS X crowd. 2) Develop only for OS X and lose nearly the entire installed base of Macs. 3) Develop for OS 9 and "carbonize" for OS X. The third scenario is the route that nearly every developer will initially take. It ensures them of a healthy existing market and the ability to develop a new market. With that in mind, you can now see that for the next several years you will continue to see new versions of software even if you are not

	running OS X.
5. I want to run Linux/UNIX on my Mac. That is what OS X really is.	You still can! There is absolutely nothing stopping you from running Linux or UNIX on your Mac. There are many fine implementations of these operating systems. They are available under names such as Yellow Dog Linux, LinuxPPC, MKLinux and others. These OS packages have been available for several years.
6. I must run OS X before anyone else.	Okay. I've tried to point out why this might not be a great idea for most people, but perhaps you are the unique exception to the rule. If you absolutely must be the first person in your city to run Mac OS X, then I strongly suggest you go out and immediately purchase either a new Mac or possibly a used beige or blue & white Power Mac G3 computer.

### **The Bottom Line on OS X**

Once again let me state for the record, "I think Mac OS X is cool! I think Apple has outdone themselves on the Aqua user interface. I look forward to one day being crash-proof. I think that ultimately it will change the face of the Macintosh market. I will run it on some of my machines, but I won't be the first on my block to do so." As cool as the User Interface is, and as attractive as the stability will be, I have a problem I can not easily get around. I do not have the money to purchase all the new software, and most likely additional RAM, that will allow Mac OS X to really do its thing! This is an extremely important area, so let's examine it and make sure we are all in agreement as to what I said. In order for Mac OS X to do its magic, it must first have applications that have been written purely for it, or have been "carbonized" for it. This will enable the new OS to utilize the impressive features it contains. I am referring to features such as MP, pre-emptive multi-tasking, lockable memory, etc. If you do not purchase new, or updated, software then your apps will always be running in the emulated Mac OS 9 compatibility window. You will have gained nothing. You must be prepared to purchase new, or updated, apps if you want Mac OS X to truly "deliver on the goods." There is also a strong chance that many people will need to purchase additional RAM. Don't scrimp.

The purchasing of new applications represents a bit of a shift in the responsibility curve when it comes to installing a new version of the OS. If you choose to install Mac OS X, you will have a responsibility to purchase new software. Up until now, it has largely been Apple's responsibility to deliver an OS that worked with your existing apps. I know someone will point out that Mac OS X will run with all your existing applications, but as we've discussed there will be no real advantage to operate in that mode. The real magic of Mac OS X happens when running new or "carbonized" software.

If you own a Mac that supposedly won't run OS X, take heart. You will have a lot of new software that will continue to be available to you under OS X. If you own a Mac that is capable of running OS X, you simply need to decide if you are prepared to purchase the new OS as well as the apps which will make it worthwhile. If you are like many Mac users this information is of no interest to you because you are still running OS 7.x or 8.x. Your computer is running great and you are in no hurry to do anything to it.

Mac OS X gives all appearances of becoming an incredible new operating system. I think it is important that we don't rush Apple. They need the time to do it right. We need to set our



