

SSMUG NEWSLETTER

May 2009

Meeting Notice

All meetings, June through November, will be at the Grande Prairie Library at 3479 W 183rd St., Hazel Crest. **The December meeting will be held at the Homewood Public Library.**

FINANCIAL NEWS APPLE UP

Apple Second Quarter Results: 'Best Non-Holiday Quarter Revenue and Earnings in Our History'

Daring Fireball 4/22/09 4:09 PM John Gruber
<http://daringfireball.net/>

The Company posted revenue of \$8.16 billion and a net quarterly profit of \$1.21 billion, or \$1.33 per diluted share. These results compare to revenue of \$7.51 billion and net quarterly profit of \$1.05 billion, or \$1.16 per diluted share, in the year-ago quarter. Gross margin was 36.4 percent, up from 32.9 percent in the year-ago quarter.

MICROSOFT DOWN

Microsoft sales fall for first time in 23 years

Software giant revenue drops 6% and earnings plummet 32% as PC sales continue to weaken.

By David Goldman, CNNMoney.com staff writer

Last Updated: April 23, 2009: 6:04 PM ET

NEW YORK (CNNMoney.com) -- Microsoft Corp. said Thursday that declining PC sales hurt revenue, as the software giant reported quarterly sales that fell for the first time in its 23-year history as a public company.

The Redmond, Wash.-based company said sales fell 6% from a year earlier to \$13.7 billion, missing analysts' expectations of \$14.1 billion. Meanwhile, the company's net income fell 32%

to \$2.98 billion, or 33 cents per share, in its third quarter ended March 31.

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Barack Obama: The Story of a President (and his Apple)

During his April state visit to the G20 conference, President Obama gave the Queen an iPod loaded with video of her trip to the US in 2007. That was her second iPod.

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“The April 2009 issue of Mac Hints & Tips is now available at <<http://www.mac-hints-tips.com>>.

BIG NEWS!!!

Mac Hints & Tips is embracing the future. I now have a new website making use of the most modern technologies. This new website has every tip I've collected since 1991 -- over 9,500 tips and growing!

You can find the new website at <<http://machintsandtips.com>>. (No hyphens in the web address!)

The new website incorporates "RSS." RSS stands for "Really Simple Syndication," and, if you subscribe (at no cost), you will automatically be notified every time a new tip is posted. Several new tips will be posted each day. These RSS feeds can be sent to you via email or any RSS reader, including Safari and Google Reader. There is a button at the top of the Mac Hints & Tips home page that takes you to a short video explanation of RSS. For those who already use RSS, you already know how great it is. For those of you who haven't tried it yet and are new to RSS, I think you're going to love it! I believe this is an excellent resource for every Mac user, and hope you will pass this information onto the members in your user group.

~ Paul Taylor”

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New Hardware

Rumor

As of this writing (April 30, 2009) there are rumors all over the internet that (1) Apple is talking to Verizon, (2) about a mobile device that is larger than an iPhone and smaller than a MacBook. Presumably, they would have a deal similar to the one that AT&T has. (3) AT&T wants to extend its deal with Apple for an exclusive for the iPhone, and (4) Microsoft is talking to Verizon about some kind of arrangement with Verizon for a device which would “compete” with the iPhone.

Announcements are expected some time this summer. It sure looks good for the consumer. Since your editor is one, I’m excited.

Late Word (May 3, 2009): Some commentators feel the bargaining with Verizon is a ploy on the part of Apple. I hope not – my in-laws and son are all Verizon customers – we like the idea of being able to call them for free. However, Verizon uses a different kind of hardware than AT&T, so Apple would have to redesign things if they were to connect with Verizon.

New iPod Shuffle



In Apple’s own words:
(Well some of Apple’s words)

“1.8” tall x 0.3” thin to be exact.

To create the world’s smallest music player, we moved the controls from iPod shuffle to the earbud cord. This allowed us to make the new iPod shuffle dramatically smaller, but not just for dramatically smaller’s sake. It’s also easier to use, with the controls located where you can access them quickly.

Easy access controls.

The controls of the new iPod shuffle are located on the right earbud cord. With command central now strategically placed in this more convenient

location, you can navigate your music — and activate the VoiceOver feature — without taking your eyes off your run, your ride, or whatever you’re doing.

Introducing VoiceOver.

Musically speaking, the new iPod shuffle is brilliant, thanks to an exciting new feature called VoiceOver. Say you’re listening to a song and want to know the title or the artist. With the press of a button, VoiceOver tells you as the music dips down. It even announces the names of your playlists. And when your battery needs charging, VoiceOver tells you that, too.”

Sadly for your editor, the cost has gone up a chunk to almost \$80.00. I bought a \$45.00 1 GB Shuffle (refurbished) before they ran out.

New MacBook

In a tiny update, the \$2,499 top-of-the-line 15-inch MacBook Pro now features a 2.66GHz processor, and there’s a \$300 build-to-order option for a 2.93GHz model.

New Time Capsule and AirPort Extreme

Apple’s Time Capsule and AirPort Extreme wireless routers got an upgrade. They now can operate on two bands simultaneously, providing better coverage and faster speeds. Also, there is a new guest-login feature so you don’t have to give away your whole network to visitors.

New Mac Mini

Starting at \$599, the updated Mac mini has Nvidia GeForce 9400M integrated graphics, five USB ports, and a FireWire 800 port. The base model is Apple’s lowest-priced computer, at \$599.

Presumably, Firewire 800 is twice as fast as Firewire 400. They can be mixed in a Firewire chain, but if the Firewire 400 drive is between the computer and a Firewire 800 device, then 400 (whatever) is the best speed that can be obtained. Also, if the computer just has a Firewire 400 port, the Firewire 800 device will run as a Firewire 400 device only.

Computer devices do not pull the data out of the computer – it is pushed out by the computer, and so transfer rates can’t be faster than the computer will go.

New iMac

The refreshed iMac line features a single 20-inch model at 2.66GHz (\$1,199), and 24-inch models at 2.66GHz (\$1,499), 2.93GHz (\$1,799), and 3.06GHz (\$2,199), all stocked with 4GB of memory. “

Apple now offering 20-inch education iMac for \$899

Infinite Loop 4/14/09 10:16 AM
justin.berka@arstechnica.com (Justin Berka)

For quite a few years now, Apple has offered an educational desktop machine at a lower price point than the rest of its desktop line. That machine was first the eMac, followed by the 17-inch iMac, but now there's a new educational model in town. Apple has quietly announced that it has replaced the 17-inch polycarbonate education iMac with a new, low-end 20-inch aluminum model, marking the end of the polycarbonate iMac case.

Previously, Apple was offering educational institutions the 17-inch iMac model for the same \$899 price, so the switch is a nice upgrade. The new model includes a 2.0GHz Core 2 Duo processor, 1GB of RAM, a 160GB hard drive, a SuperDrive, and the NVIDIA 9400M graphics package. All in all, not a bad deal for nine Franklins.

The new educational iMacs are supposed to ship in about four weeks, but even if you want to just order one now, they're pretty hard to get. The low-end 20-incher isn't currently available to individual students or educational buyers, so you may need to make friends with your institutional buyer if you want to get your hands on one (an iMac, that is).

(Your editor has a similar eMac. It's about 4 ½ years old and only now beginning to show it's age. Not bad. Be careful about the optical drive though – I wound up with a CD reader only – a ‘refurb’. I suspect that it was a special order for some school district. It's a problem waiting to happen because Mac OS only comes on DVDs now. Just a warning to read the fine print.

US company steps in with three new displays for mini-DP Macs (Updated x2)

Infinite Loop 4/15/09 10:09 AM
chris.foresman@arstechnica.com (Chris Foresman)

Apple only offers one monitor option so far that is compatible with the now company-standard Mini DisplayPort. Though it is by most accounts an excellent display, its \$899 price tag may be

more than you're looking to spend. Enter Collins America and its new CinemaView line, offering three Mini-DP compatible displays for under \$500.

The displays all have an Apple-esque appearance, very similar to the current 24" LED Cinema Display. Spec-wise, the monitors compare favorably to the LED Cinema Display as well, with a 1000:1 contrast ratio, 350cd/m2 brightness, 5ms response time, and 170 degree viewing angle. All the displays also feature a single cable that breaks out into Mini-DP, USB, and 3.5mm stereo audio plug connectors. The Mini-DP connection handles video, the USB connects to an integrated three-port USB hub, and the audio plug passes audio from you Mac to a 3.5mm jack on the monitor. Unlike the LED Cinema Display, however, the CinemaView monitors do not have integrated speakers, integrated iSight, nor do they connect to a MagSafe connector for power.

OTHER NEWS

iSuppli: iPod shuffle 4G costs \$21.77 to make

By Charles Starrett Senior Editor, iLounge
Published: Monday, April 13, 2009

According to a teardown analysis of the fourth-generation iPod shuffle, the total cost of the device is roughly 28% of its retail price. Citing analysis from market research firm iSuppli, BusinessWeek reports that the total cost of the shuffle's components, its remote-laden headphones, and its packaging comes to just \$21.77. iSuppli found that Samsung supplied both the shuffle's controller chip, which costs roughly \$6, and the 4GB of flash memory, which also costs roughly \$6; iSuppli analyst Andrew Rassweiler notes that Apple is likely using flash memory from Toshiba and Hynix Semiconductor as well. “It's almost like six dollars worth of flash memory tied to some flash and a battery and not much else,” Rassweiler said. “It's very basic and downsized.” The device also includes a lithium ion battery that runs \$1.20, which Rassweiler describes as “the smallest we've ever seen.” Other component suppliers include On Semiconductor, NXP Semiconductor, and Texas Instruments.

Report: Apple orders 4 million new iPhones, 3 different models

By Charles Starrett Senior Editor, iLounge
Published: Monday, April 13, 2009 News
Category: iPhone

Apple has placed orders for four million units of new iPhone models, with delivery expected by the end of this quarter, according to a China Times report (Translated Link). The report goes on to state that Apple may introduce three distinct iPhone models, including a new 2.75G (EDGE) model, a new 3G model, and a third model created especially for the Chinese market. All three models are said to be similar in design to the current iPhone

(From Billboard)

iTunes Price Changes Hurt Some Rankings

April 10, 2009 - Digital and Mobile
By Glenn Peoples, Nashville

Two days after the Apple iTunes Music Store raised prices on some individual tracks, there was evidence the increases have hurt the sales rankings of songs given the higher \$1.29 price. While it is difficult to say with certainty whether a price increase had resulted in less revenue, rough estimates reveal slight, negative changes in chart position would result in a positive change in revenue. The changes in chart position between Tuesday and Thursday, however, clearly show that higher prices had forced many songs to cede chart position to lower-priced songs.

Media 100 Suite unveiled

by **Jim Dalrymple, Macworld.com**

Media 100 introduced its latest editing and postproduction system, Media 100 Suite. The suite features Multicam Editing and Boris RED, as well as a new Voice Over Tool for audio recording direct to the Media 100 timeline. Media 100's Multicam Editing allows users to do real-time editing and cameras can be added to an existing multiclip as their source media becomes available. Cameras can be synced via timecode, sync marks, or in-points, according to the company.

The Voice Over Tool is designed for narrating a video while it is playing back in the timeline. It supports multiple takes on a single timeline and 2 channels so different narrators can speak different parts.

The Media 100 Suite will be available in May 2009 for \$1,295. Customers can upgrade to Media 100 Suite from Media 100 Version 10 and higher, including Media 100 Producer, for \$595.

BackBlaze online backup debuts for Mac

by Peter Cohen, Macworld.com

BackBlaze, an automated online backup service for PC, is now available for the Mac. It's priced at \$5 per computer per month.

The software has been available for the Mac as a private beta, but it emerges from beta today and is now available to any Mac user who wants to give it a try.

BackBlaze backs up everything on your Mac except for your operating system, applications, temporary files and files exceeding 4GB in size. All of that content is backed up to an online storage facility, and the backup happens continuously so once you initially configure it, you don't have to do anything else.

You have the choice of what data you want to restore — you can recover a single file, a folder or directory, a set of random files, or all of your files. And BackBlaze offers you the ability to download them for free, or you can pay an additional fee and recover them on DVD-ROM or on a USB drive.

BackBlaze works through a system preference pane. You can select any local hard drive to be backed up except for Boot Camp volumes, and you can adjust the schedule, frequency of backup, configure specific exclusions for folders and file types, configure a private encryption key, view a report on what's being backed up, and check logs to make sure no problems occur.

Bad News for HTC Means Bad News for Microsoft

Daring Fireball 04/13/09 John Gruber
<http://daringfireball.net/>

Bad numbers from HTC last week: Taiwan smartphone maker HTC on Monday posted a 30 percent dip in its first-quarter earnings, as the economic crisis sapped demand for the company's feature-jammed mobile phones.

That's bad news for Microsoft, if you recall this bit we learned in February:

At Microsoft's press conference yesterday at Mobile World Congress, if you tied two threads together, you learned a very interesting fact about HTC, one of the company's closest handset makers — the Taiwanese company is responsible for 80 percent of Windows Mobile phone sales.

I'm sure Microsoft can fix this with a few commercials about the high "Apple tax" that

applies to iPhones, though.

Virus Warning

New OSX.RSPlug variant masquerading as media applications

Infinite Loop 3/26/09 10:39 AM
justin.berka@gmail.com (Justin Berka)

Most of our readers know that you shouldn't download questionable files, but that warning tends to get filed away pretty quickly if you're using Mac OS X. If you need a quick reminder of why security is important, however, a recent video by antivirus vendor Sophos that shows the OSX.RSPlug.F trojan appearing on the Internet as a **media player application** should do the trick nicely, though it might make you a bit paranoid about your downloads for a while. The OSX.RSPlug trojan has been around for a while now, most recently appearing as a **Flash installer**. Unlike previous versions of the trojan, the RSPlug.F variant isn't just found on porn sites, either. One version of the trojan calls itself MacCinema, while the version shown in the video bills itself as an HDTV application named HDTV Player. The website in the video looks legitimate; it appears to be a pretty close copy (right down to the box art) of the product page for a legitimate application with the **same name**. Once the software has been downloaded, the user still needs to enter a password before the trojan can install itself. Still, many unsuspecting victims decide whether software is legitimate before they download it, so they likely wouldn't have qualms handing over a password. As Sophos notes, this variant of the RSPlug trojan is more of a social engineering exercise than anything else, but it does serve as a reminder that even OS X users should be wary when downloading software.

Another article on a similar topic:

A hacking tool gets updated for the Mac

by [Robert McMillan](#), IDG News Service
Two well-known Mac hackers are updating a widely used hacking toolkit, making it easier to take control of a Macintosh computer.

Over the past few days, the researchers have been quietly adding new software to the [Metasploit](#) toolkit, used by security researchers and criminals alike. Metasploit already supported Mac attacks, but until recently the Mac code hadn't been as good as Metasploit's Windows and Linux tools, said Dino Dai Zovi, an

independent security researcher who talked about the new tools with his collaborator Charlie Miller at the CanSecWest conference. "Our goal was to make Mac OS X a first-class target for Metasploit."

AT&T Seeks to Extend iPhone Deal to 2011: Report

By John C Abell April 15, 2009 | 8:40:41
AMCategories: Apple, AT&T, iPhone

AT&T and Apple are in talks to extend their exclusive U.S. agreement to sell the iPhone through 2011, the Wall Street Journal reports, citing people "familiar with the matter." AT&T's exclusive deal to carry the iPhone in the U.S. expires next year, people familiar with the matter told the Journal.

iLife suite quietly going Intel-only, PowerPC owners cry

Infinite Loop 2/3/09 2:11 PM ArsTechnica
david@arstechnica.com (David Chartier)

Apple touts its iLife suite of photo, video, music, and Web applications as one of the best reasons to buy a new machine, but for existing Mac owners, new iLife releases traditionally cost \$79. With iLife '09, however, Apple has given owners of PowerPC Macs a major incentive not to upgrade: the most significant new feature in GarageBand '09 is Intel-only. Despite all of Apple's foot stomping about Universal Binaries and convincing developers how easy it is to straddle both sides of the Mac CPU fence, the company felt the need to take the much-buzzed new "Artist Lessons" feature of GarageBand '09 to the side with greener grass. From iLife '09's system requirements section at the Apple Store online: "GarageBand Learn to Play requires an Intel-based Mac with a dual-core processor or better."

Advanced Photo Recovery utility released by Peter Cohen, Macworld.com

Disk Doctors on Monday announced the release of Advanced Photo Recovery, a \$69 utility for Mac OS X. A demo version is available for download.

The software has been developed to help recover accidentally deleted photos from iPods, memory cards and other digital storage media. It uses individual algorithms for each supported file

type, making it more effective at restoring lost files. It supports BMP, PNG, TIF, TIFF, JPEG, JPEG and GIF image formats.

The software can also recover video and audio files. Supported video file recovery formats include AVI, MP4, MOV, MPEG, MPG, M4V, 3G2 and 3GP; supported audio formats include MP3, MP4, WAV, MIDI, M4B, M4A, AIFF, AIF and AIFC.

System requirements call for Mac OS X 10.4.11 or later and 4MB hard disk space.

Billeo bill-paying service comes to Mac by Peter Cohen, Macworld.com

Billeo has announced the release of a Mac-compatible version of its Firefox plug-in, enabling Mac users to use the online bill-paying and hopping service. The toolbar plug-in is free, though registration for the service is required in order for it to work.

Billeo lets you manage online payments, receipts and passwords. You can use it to pay bills and shop online. Because it integrates with the Firefox Web browser, it's available for any Web site you're surfing to. It contains an "eWallet" that stores encrypted information locally on your Mac; that info can be used to fill forms, so you don't have to remember account information or passwords separately.

Billeo also saves copies of online receipts and confirmation pages so you can track transactions using one consolidated system. And because online transactions are tracked using Billeo, it can also be used to generate reports by category, or by company where payments were made. The Mac release of Billeo is currently available as a beta — it requires the latest version of Firefox in order to operate.

Software News

The Omi Group has released several of their products, Omni Web, Omni Dictionary, Omni Disk Sweeper, and Omni Object Meter as freeware. Supposedly, that means they are not going to develop them any more, but there have been two updates to Omni Web since it became freeware.

“WeatherCal 1.0

by Dan Frakes, Macworld.com

There are plenty of ways Mac users can get the latest weather forecast. For example, Mac OS X includes its own weather widget for Dashboard,

and there are many third-party weather programs out there. (And that's not including the myriad iPhone apps.) But I've found that the best place to view weather forecasts is on my calendar.

After all, doing so puts the weather in the most-appropriate context: where I'll be and what I'll be doing.” Shareware \$10.00

The following software picks are from Apple's website

DaisyDisk 1.1

About DaisyDisk The program scans your disks and displays their contents on a sunburst diagram, where the biggest files and folders at once become obvious. To drill down to a folder, just click on a segment. To bubble up, click in the center. Move the mouse over the diagram and see the name and path of each file, and enclosed files (if any). Hit Space to quickly preview file content, without launching another application. Ctrl-click to open a file in Finder.

Economacs 3.1

About Economacs Attractive invoicing and double-entry book-keeping. - Double-entry book-keeping. - Ledger & journal of entries. - Balance sheet and profit & loss account. - Tag entries and invoices. - Localized VAT reports for some countries included. - Send invoices in several languages and currencies. - Automatically files entries for sent / paid invoices. - Use the built-in invoice template or design your own. - Smart folders for entries and invoices. - AppleScript support.

A Better Finder Rename 8.1.4

The most comprehensive file renaming solution for the Macintosh and transforms the tedious and time-consuming task of renaming multiple files into a simple matter of seconds. - sequence numbers, text, date manipulations, etc. - EXIF and RAW digital camera picture support - MP3/AAC/M4P support - instant preview - droplet creation - save-able presets - file name import from spreadsheets & databases - regular expressions - automatic software updates - automatic file name conflict resolution - etc, etc.

Tetronimoes 1.6

About Tetris Shapes This screen saver shows Tetronimoes moving within a 3D (OpenGL) area and is an update to a previous screen saver with a name change. A tetromino is a geometric shape composed of four squares connected orthogonally. This is a particular type of polyomino, like dominoes and pentominoes are. The corresponding polycube, called a tetracube,

is a geometric shape composed of four cubes connected orthogonally.

FlexTeam 2.1

An incredibly useful tool to manage people in your group, organization, or company. Our goal is to make the user's experience as intuitive and task oriented as possible. FlexTeam is a really powerful schedule management tool that is visually appealing. It helps you share information, work jointly on schedules, and use all of your available human resources as efficiently as possible (you can check daily working schedules, manage days off for each person and track holidays). FlexTeam can show your schedule in different formats (view by day, week, month, or year). You can print your views, generate PDF files, or publish a schedule on your website with one click.

Default Folder X 4.2

About Default Folder X Save your files effortlessly and open your folders instantly - Default Folder X makes Mac OS X's Open and Save dialogs work as quickly as you do. Custom keyboard shortcuts put your favorite and recent folders at your fingertips. Pop-up menus let you navigate your folders and open Finder windows. Support for QuickLook previews and Spotlight tags in your file dialogs mean that you Open, save, and get back to work: Default Folder X is workflow for the rest of us.

Garmin Training Center 2.1.7

A training tool for your computer that works with your compatible Garmin fitness device. With GTC, you can analyze and store workout data from your Garmin device on your computer, as well as plan and save future workouts. GTC is included when you purchase a compatible Garmin fitness device.

Safari 4 BETA

<http://crave.cnet.co.uk/software/0,39029471,49301219,00.htm>

Proving itself a staggering 42 times faster at rendering JavaScript than IE 7, our benchmarks confirm Apple's Safari 4 browser, released in beta today, is the fastest browser on the planet. In fact, it beat Google's Chrome, Firefox 3, Opera 9.6 and even Mozilla's developmental Minefield browser.

We used the SunSpider suite of JavaScript tests to determine which browser was the quickest, and the Safari 4 beat every browser in terms of speed, on both a PC running Windows XP SP2, and a Mac running OS X 10.6 with all updates applied.

(This appears to be part of an upcoming update – 10.5.7, which will probably be the last before 10.6 is introduced.)

HINTS

Improve your Google searches

Search smarter with these expert query tips
by Joe Kissell, Macworld.com

If you turn to Google.com for the bulk of your Web searches, learning some of its lesser-known tricks is worthwhile. Simply by adjusting your preferences and using some special expressions, you can home in on the right results more quickly.

Set Your Preferences: In your Web browser, go to www.google.com and click on the Preferences link to the right of the search field. Two options here can be particularly useful. In the Number Of Results section, use the pop-up menu to change the default Display 10 Results Per Page option to a nice large number (such as 100). Having more results on each page means less clicking.

Likewise, save yourself some typing by selecting the Provide Query Suggestions In The Search Box option in the Query Suggestions section. Google will now guess the rest of a search term as you enter it, providing common search terms and likely matches.

Once you've customized your settings, click on Save Preferences. Note that you must repeat this procedure in each browser you use—Mozilla Firefox () and Apple's Safari (), for example—but that the settings will apply not only when you search from the Google page, but also when you use your browser's toolbar search field.

Get Specific with Quotes: Most people simply type one or more words into Google's search field, press return, and then scan the results for something that looks like a match. But you can increase the chances that what you're looking for appears among the first few hits by being more specific with your searches. For example, by default, Google looks for pages containing all the words you enter in the search field, in any order and in any location on the page. Suppose you remember reading the phrase "motion itself is impossible" in an article I wrote several years ago about an ancient Greek philosopher. If you enclose the phrase in quotation marks ("motion itself is impossible"), and my article about Zenó's Paradoxes on Interesting Thing of the Day is the first hit. Whenever you want to find a phrase that includes common words, you can improve your odds by enclosing the phrase in quotation marks.

Leave Out What You Don't Want: If you want Google to omit pages that contain a word, put a minus sign (-) in front of that word.

Find This OR That: Sometimes you don't want Google to search for all the terms you enter, but rather to show you pages with any of the terms you enter. To broaden a search this way, you can type the word OR (in capital letters) between two words.

Find Similar Words: When searching the Web, you often know approximately what you're looking for but are unsure exactly how something may be phrased on a particular site. For example, say you're looking for a wearable Bluetooth audio device, but you don't know whether to search for headphones, earphones, earbuds, headsets, or any of numerous other similar terms. In that case, place a tilde (~), which means "words like this" (in other words, synonyms or near synonyms) in front of the word you're unsure of.

Learn More Google Tricks: To learn about more special Google search features, such as weather reports, airport flight information, package tracking, and movie show times, see Google's Search Features page.

Firewire controversy

Yes, you still can put your old iMac in Firewire Target Disk mode and transfer data and settings using Migration Assistant (which now also works over ethernet). Kai Lui

Uninstalling Software

Most Mac OS X applications are essentially folders that contain all the resources required to run. As such, when users wish to remove an application, it's usually as easy as deleting the ".app" file in the Applications folder. However, this is not always the case, because many applications will install resources throughout the file system. For instance, Apple's iLife suite places sound effects and loops in the user and global libraries. Removing the iLife applications will not get rid of these libraries. Additionally, aside from those created during installation, other resources may be created on the computer when the application is run.

For complex programs, those that are designed off old programming methods, or those that have been ported from other operating systems, developers may not be able to package applications in a single ".app" package; therefore, resources may be scattered throughout the user's account and system folders.

Uninstalling these applications can sometimes be

an involved process

Using Uninstallers

If an application comes with an uninstaller (e.g.: Apple's Safari 4 Public Beta) then it is always recommended to use the uninstaller. Running an uninstaller may leave some small files (ie: preferences) on the system, but the larger files that were installed should be removed.

Uninstallers may be bundled with the application, or may be available from the software developer, so we recommended visiting the developer's website to check for uninstaller availability.

Using Receipts

Many times applications that install with an "installer" (especially those that have a ".pkg" which use the OS X installer) will create a receipt which contains information on what files were placed in various locations on the drive. There are third-party uninstaller applications that will read these receipts and attempt to remove the files, but these can cause problems in some situations and it's recommended to not avoid them. Users can instead manually manage installed applications using receipts, by opening them in "Pacifist" to see the folder heirarchy of installed files.

Download Pacifist from this site:

<http://www.charlessoft.com/>

Open the receipt file in Pacifist. Receipts may be contained in either of the following two directories:

/Macintosh HD/Library/Receipts/

/username/Library/Receipts/

3. Expand the folder tree to see the locations of installed files.

Using the results from the receipt, users can manually locate and remove the files installed for an application. After all files referenced in the receipt are removed, users can delete the receipt file.

Standard Resource Locations:

Beyond the files referenced in the "Receipts" file, there are some standard locations users can check for application-specific resources. When applications run, many times files will be placed in the following folders, and as such these locations should be checked.

Applications Folders:

Users should first remove the application file or folder from the Applications folder. This folder can be anywhere, but there are two common locations.

/Macintosh HD/Applications/

/username/Applications/

Application Support Folders:

The folders in this directory contain files the application may use when running (ie: user-installed map files for games), and in some

instances may get quite large. Users can safely remove the folders pertaining to the application being removed.

/Macintosh HD/Library/Application Support/
/username/Library/Application Support/

Application Preferences:

The preference files for the application being removed are small and can be ignored, but users can remove them if desired.

/Macintosh HD/Library/Preferences/
/username/Library/Preferences/

(source: I lost the cite, but it is not my work)

Revive dead hard drive with Terminal

The Unix program dd is a disk copying utility that you can use at the command line in order to make a disk image. It makes a bit-by-bit copy of the drive it's copying, caring nothing about filesystem type, files, or anything else. It's a great way to workaroud the need for Norton Ghost.

Normally, in order to make a disk image, the disk you're copying from has to be able to spin up and talk -- in other words, it's OK to make a copy if the disk is healthy. But what happens when your disk is becoming a doorstop? As long as it continues to spin, even with physical damage on the drive, dd and Mac OS X will get you out of the fire.

<http://www.macosxhints.com/#1A4501F>

War Stories

(The following is what your editor learned the hard way during February and March. If you have something to share, please do. I would much rather learn from your mistakes than my own! Ed)

1. There are different sizes of hard drives. 2", 3 1/2" and 5 1/2". Measuring the internal case does no good. You tell the difference by shape: the 2" drive is square and the 3 1/2" is rectangular. To the best of my knowledge, 5 1/2" drives are for CDs or DVDs, no confusing those.

2. If an external hard drive dies, it is most likely the outer case that has gone bad. The outer case is what you normally see. Newer cases are sealed -- not easy to open. I had to use a Dremal to open mine, but when I did, the actual drive was fine.

3. I've been told this many times and always forget the following -- if your system is running slowly for no good reason and running Disk Warrior doesn't make a difference, erase the list of files in the library whose extension is ".plist". Damaged preference files can cause this. I had this problem, would up re-installing (Archive

and Install) my OS, then as I recovered, I got an error message about a bad preference file.

%%\$^&*@((!* Still, I recovered several gigabytes of hard drive space because of all the orphaned support files going away.

5. There are two main families of external devices - IDE/ATA and SATA. SATA is a 'new' interface. It means Serial ATA. All I know is that SATA devices will not directly connect to a Mac -- they need a serial port, and so are Wintel equipment.

Five favorite keyboard shortcuts (from MacFixIt)

Macs have a propensity for productivity. Built-in keyboard shortcuts are just one example. Here are five of (MacFixIt) favorites for you to try this week.

(Command + Shift + L) - Opens a new Safari window and performs a Google search for highlighted text when performed.

(Command + Option + F) - Places cursor in the Google search bar in Safari.

(Command + Delete) - Moves the highlighted file (in Finder) directly to the trash--a great timesaver when deleting multiple files throughout your system.

(Command + Option + Control + 8) - Freaks your unsuspecting friends out by inverting the colors on their screen. This is actually an accessibility feature in OS X that helps vision-impaired users.

(Command + D) - Moves the directory to the Desktop folder when performed in Save, Save as, or Download windows. Most programs have a default save or download folder (or default to your last saved folder). This command is very useful when you are not sure where you want to save your file.

Humor

**** PREHISTORIC TECH SUPPORT****

* http://funehumor.com/fun_doc4/fun_0416.shtml

****Hello, this fire help. Me Groog.**

Me Lorto. Help. Fire not work.

You have flint and stone?

Ugh

You hit them together?

Ugh

What happen?

Fire not work

(sigh) Make spark?
*No spark, no fire, me confused. Fire work
yesterday.*
sigh You change rock?
I change nothing
You sure?
*Me make one change. Stone hot so me soak in
stream so stone not burn Lorto hand. Small
change, shouldn't keep Lorto from make fire.*
Grabs club and goes to Lorto's cave
WHAM*WHAM*WHAM*WHAM

