



About This Particular Macintosh: About the **personal** computing experience™

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# Welcome

Here's a look at what you'll find in the November issue of ATPM:

## **Apple Cider: Legends in Their Own Time**

Grab your Sherlock Holmes hat and magnifying glass. This month, Tom Iovino goes in search of the origins of the Urban Legend and stumbles across a great resource. Plus, discover what Tom liked to do at birthday parties—and it never involved cake or ice cream.

## **Beyond the Barline: Too Much Hype**

David Ozab returns from hiatus just in time to give his first reaction to Apple's new iPod. Does it live up to the hype? Is it worth the price? And, most importantly, will someone buy David one for his birthday?

## **My Apple Wedge: Visitors at the Apple Retail Store**

Following in Tom Iovino's footsteps, after he wrote about his recent experience at the Apple retail store in his neighborhood, Dierk Seeburg braves the crowds and takes a trip to the new mall in Chandler, AZ, to witness the opening of Apple's latest retail store at Chandler Fashion Center. Check out his observations about the store and the results of his customer survey.

## **About This Particular Web Site**

Back after a break last month, a new ATPW offers links to a pair of useful sites for Mac OS X users and a site where you can find literally Everything USB, as well as a page listing CDs you won't be able to rip to your new iPod, and the Annals of Improbable Research.

## **Segments: Credit Where Credit Is [Not] Due**

Judging from the buzz, Microsoft software writers have released a new version of Internet Explorer that's worthy of OS X's "cool" factor. It's too bad this feat seems to have gone to their heads—so much so that they have managed to blame a security problem on the OS itself instead of the real culprit: their own browser.

## **Network Guru: Mac and Windows File Sharing Using FTP**

Despite their differences, Macs and Windows can easily move files around your network using a simple and inexpensive FTP server. This article covers setup of both the FTP client and server, helping you get your files where they're needed most.

## **Network Guru: Networking Tutorial**

Matthew Glidden introduces Macintosh networks, from terminology and what networks are good for; to LocalTalk, Ethernet, and AirPort; to software and hook-up basics.

## **Desktop Pictures: Berlin and Mt. Auburn Cemetery**

Katarina Neef contributes her desktop pictures of Germany's capital and the Mt. Auburn Cemetery in Massachusetts.

## **Review: Mandrake Linux 8.0 PPC**

David Ozab takes a look at Mandrake PPC, the popular, easy-to-install, Linux-based operating system now available for all PowerPC-based Macs. It's a viable option for those who want the Unix experience on a Mac without the financial or computational price tag of OS X.

## **Review: Panorama 4.01**

Gregory Tetrault reviews Panorama 4, the latest version of ProVue's 13-year-old database application. Panorama is a full-featured flat-file database that generates small files and always loads entire database files into application RAM.

## **Review: PocketType**

Eric Blair checks out the Kensington PocketType—a handheld keyboard for the Handspring Visor that shows promise but is still rough around the edges.



## Review: Q\*bert

Paul Fatula reviews MacSoft's implementation of the classic Atari game, Q\*bert. Unlike their version of Pong, this Q\*bert is nostalgically true to the original, complete with cheesy 80's arcade sound effects and pixellated graphics. It also offers a fresh take on the game that lets you play on countless different playfields.



# E-Mail

## Kyocera Smartphone Review

I think that in general I have found the product to be quite useful. I am a 4th generation Palm user and the integration is good. I have solved the battery problems by carrying a spare. One of the absolutely great facts is that it is a wonderful phone. I live in the hills in No. Ca. and have never gotten phone reception with either Nokia or Motorola. The 6035 works pretty well. When it does go to analog, however, the battery drains immediately.

Here are the problems. The worst is the display. Since Kyocera is a display manufacturer I would have thought that they would have produced a pretty good product, but after using a Palm Vx this is like going back to the original Palm or worse. They put the reset button under a little door on the back of the phone, which means that you have to completely undress the unit of it's leather cover to reset. The voice recognition is acceptable but not as good as the Samsung product.

All in all the poor display has me waiting to see what the Samsung I300 will be like.

—*Doug*

## Mac OS X 10.1—First Impressions

OS 10.1 is good enough for me to make the switch away from 9.x. I am not a power user. I use this machine mostly for e-mail and Web, and 10.1 is great for that. 10.0 was a toy and not really usable in my opinion, but this is great.

—*James Arnold*



Regarding file extensions being mandatory, this from Apple's [File Name Extension Guidelines](#):

“Applications should support ease of interoperation with other operating systems and Internet services by saving files with file name extensions.”

OS X has, from the get-go, provided full support for type and creator codes and applications can choose not to use extensions if that is desired. Apple is recommending, however, that extensions be used. OS X is a much better net citizen than the classic Mac OS in that the conventions of the rest of the computing world are respected by the Mac operating system.

As for the compressed Geneva font, while unattractive, it does allow more characters to appear in a file name, which given OS X's 256 character capacity would be most advantageous. From my standpoint, OS X's font handling is far superior and more powerful than the legacy font handling system in OS 9. While the OS X Finder lacks a few of the niceties of the OS 9 Finder, it adds far more than it takes away. Connecting to file servers is now where it has always belonged, in the Finder. Chaotic Desktop types like me can now view the Desktop in list view. Multi-column view puts those despicable flippy triangles to shame for burrowing deep file systems and the customizable Finder bar is very slick for quick access. Overall, the positives far outweigh the few remaining negatives.

This is not to say that there aren't remaining issues to resolve in OS X. The main issue is the availability of applications. If a user's core applications are native and their complement of hardware can support it, I would unreservedly recommend that a user crossover *now*. Esoteric quibbles about file typing and font spacing (Jeez, I hope you don't use Geneva for anything but the Finder) pale in comparison to vastly greater stability and multi-tasking that really works.

—David Chilstrom

As I said, supporting file extensions is good so long as we can turn them off if we don't want them. The main problem is that Apple has made type and creator codes optional. Not setting the creator code degrades the user experience. Not setting the type code has the effect of making file extensions mandatory, as in the TextEdit case.

The font issues don't really apply to file names since the Finder's font isn't configurable. In any case, I'd hardly call the compression a feature (since it can't be turned off). I use Geneva for everything from writing to Web browsing, and I recognize that that's unusual. However, Geneva is also common in the user interfaces of popular Carbon apps like BBEdit and Internet Explorer, and the metric problems seem to apply to other fonts as well.

Whether the changes to the Finder add up to a plus or a minus is certainly a matter of preference. However,

I can find no good reason for Apple not to preserve the niceties of the icon and list views. The columns view is very nice for some uses, but it can't show as many icons as icon view or the contents of multiple folders at the same level, like list view.

There certainly are lots of reasons to switch to OS X, and I've done that even though one of my main applications (Mailsmith) isn't native. The usability issues with 10.1 aren't show-stoppers like they were with 10.0, but they are real and should not be ignored. —*Michael Tsai*

## TCP/IP Gaming in a Mixed Network

I have been skunked so far trying to find out how to link a home LAN (two computers) to one or more computers over the Internet. Is this impossible?

—*Jimbo*

If you have distinct IP addresses that should not be a problem. If you try to play on computers on a LAN behind a DSL or cable connection or something like that: one way that comes to mind is port forwarding. Use IPNetRouter or some such that lets you define what port requests from which IPs should go to which machine connected to each hub. In the game setup enter a port upward of 1024 that is not commonly used and play away. —*Dierk Seeburg*

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## Legends in Their Own Time

OK, how many people remember going to birthday parties for their friends? Who could ever forget the fun? Screaming kids, hurt feelings, and cake ground into the carpet?

No, wait, that was at my son's birthday party last year.

When I was a kid, birthday parties were lots of fun. Lots of cake, party favors, and plenty of party games to keep the hyperactive kids entertained. One of my favorite party games—besides Pin the Tail on the Donkey—was the game of Telephone.

If you have never played it, here are the rules: all of the kids at the party are seated on the floor in a circle—or something approaching the shape of a circle. The responsible adult at the party whispers something to the birthday boy or girl, who then turns to the left and whispers the story to his or her neighbor. From there, each partygoer whispers the story to the next one in line, until the story makes it to the last child in line. At that point, the child announces out loud what the story is, and that final story is compared with the original story given by the adult.

It's quite a simple game, but it's incredible what happens as the story works its way around the room. It's amazing how the phrase, "I need a quart of milk, a loaf of bread, and a jar of peanut butter," can turn into "my cat has fleas and I need a collar," as it goes from one person to another. It's amazing to see how these kids pass on information which they believe to be accurate to their neighbor.

The Internet and e-mail behave in a similar manner. My first thought for this month's *Cider* was to tackle everyone's favorite topic of conversation—spam. You know what I'm talking about, right? Those pesky e-mails that tell you how to find erotic pictures of goats from Madagascar, buy Viagra at a huge discount, or offer super-secret insider trading stock tips that only you—and half a million other lucky recipients—will know about.

No, I'm going to write about a specific type of spam—the Urban Legend. Are urban legends a new invention? Hardly. Urban legends have been around for a long time. They are those stories you remember people telling you that happened to a 'friend of a friend' or some other anonymous authority. Many times, the reader assumes that the story is a fact (after all, who would question the authority of someone's friend's cousin's neighbor who used to work for the government?).

For the record, the first Legend I remember hearing was when my younger brother—in third grade—told me that he heard from his friend's brother that if you pressed the star key on your phone 12 times, it put you through to a super-secret war planning room at the White House.

National Security? What National Security?

What the Internet has done is quickened the pace by which these urban legends spread, and, since they arrive as text which often refers to highly-placed sources, it lends a certain amount of credibility to the claim. A perfect example of this was the time when my Mom forwarded an e-mail to my brothers and me from a National Security Organization that advised against licking the ATM deposit envelopes at your bank's money machines. The warning explained that six people had died in Salt Lake City, Utah, after licking poisoned ATM deposit envelopes. And, with Mom being Mom, she was speeding the e-mail to us to protect us against this new menace.

While some of these legends are outrageous, others seem authentic. How can the average Internet user tell the difference?

Of course, you could always call your local media, a trusted friend, or hit the library to do some research, but the first thing I would recommend is a visit to [Snopes.com](http://Snopes.com). This site is awesome, and I use it at least four or five times a month at my Public Information job with the county government.

I recently had the opportunity to speak with one of the site's two 'Amateur Gumshoes,' Barbara Mikkelson, who together with her husband David, have shared an interest in these urban legends for just about a decade, and maintain Snopes.com.

According to Mikkelson, Snopes is a valuable resource for people to turn to when these urban legends circulate:

We wanted to set the site up as a series of reference pages where you could come to check on the veracity of the stories you have heard. After all, when you read something, you shouldn't automatically have to choose between believing and disbelieving what you have read. You should do some research to check out the facts for yourself.

And, can you ever research on their site. Not only do Barbara and David catalog the claims, but they also inform their visitors if the Legend is a fact, a hoax, or a statement that is undetermined or ambiguous. They also show their work, listing not only a series of footnotes to show their facts, but also linking readers to applicable Web sites at newspapers, companies, and organizations for additional research.

A look at the home page shows that the Mikkelson's series of reference pages has grown to quite an extensive library of urban legends. Some of the topics include stories about college, sex, pregnancy, the military, Halloween, science, movies, TV, and music. Some companies, such as Disney and Coca-Cola even have their own listings outside of the main business page, due to the fact that they are lightning rods for these types of stories.

According to Mikkelson, there's a reason why so many of these stories have been collected, and why they circulate so quickly:

On some level, there is something that these messages contain which the reader agrees with. Either a value is upheld or a lesson is taught, and that's what appeals to the reader. Besides, we accord a lot of respect to the written word—no matter who wrote it.

Of course, one recent event which has caused quite a bit of e-mail traffic has been the tragic events of September 11th and the subsequent drama that has unfolded around the world. As with most of us, Mikkelson sat transfixed for hours in front of her TV watching the terrorist attacks in New York City, Washington DC, and Pennsylvania. Finally, as an opportunity to put her thoughts to paper, she sat at her computer to write. By the afternoon of the 11th, she had already received her first urban legend about the attacks—the [Nostradamus Prophecy](#).

While it may seem incredible that someone would be thinking about dashing off an untruthful e-mail moments after the events unfolded, Mikkelson explained that it's really all part of human nature:

People want to be in the know. When someone can tell their friends or neighbors about a piece of inside information that only they know, it puts them in the spotlight—it gives them a sense of power over an unnerving situation.

Since the first days after the attacks, the Rumors of War page has grown to include 73 stories—some as fanciful as a story about a firefighter who survived the collapse of the World Trade Center to a call for women to strip to their birthday suits and step outside to scare any Islamic Fundamentalist Terrorists. There's even a link which shows that yes, indeed, the lovable Sesame Street character Bert was spotted on posters of Osama bin Laden paraded on the streets in the Middle East and Asia.

But, what's the big deal? Come on, these things are only stories, right? What's the danger of circulating these to a few friends?

Well, these stories can indeed be dangerous. Mikkelson points out one example—a few legends mention that customers at a few stores saw a number of Arabic-looking employees celebrating while the scenes of destruction played out. Of course, the e-mail which circulated told everyone to boycott the stores. While it may not seem like much, rumors like that are very dangerous to businesses, especially small mom-and-pop businesses which don't have the resources of a large parent company to fall back on. It may take years for a business of any size to recover from rumors such as these—if they ever do.

Yeah, lots of people love that Telephone game at birthday parties. I think that's why these urban legends are so interesting to people such as the Mikkelsons. Now, all someone has to figure out is how to transmit a piece of birthday cake to my iMac so I can get the full experience when I open the next urban legend that lands in my inbox.

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## Too Much Hype

Well, it happened again. Apple started the hype machine rolling over a new, top-secret product. All that they revealed was that it would be “the next big thing,” but “not a Mac.” Then the rumors started flying. “It’s a PDA/iVVO/game console/AirPort-connected/Postage-stamp sized handheld that costs under \$200!” Anything less would be a disappointment. Then, after all the hype and anticipation, October 23rd finally came, and Steve Jobs unveiled Apple’s new iPod MP3 player. The Mac community responded with a collective groan.



This is what all the fuss was about?

The blame has to fall squarely on Jobs’ shoulders. He throws about terms like “revolutionary” and “stunning” and phrases like “never before possible” and “nothing like this before” so cavalierly that almost anything Apple’s engineers come up with will pale in comparison to his hype. No, the iPod isn’t revolutionary, and it isn’t cheap (Steve

still manages the former from time to time, while leaving the latter to his buddy, Michael Dell), but it is a small, light MP3 player with lots of space and a blazing transfer rate. So what are its strengths and its weaknesses?

## It Has FireWire

Perhaps Apple's biggest innovation is incorporating a FireWire interface in an MP3 player. This gives iPod two distinct advantages. First, the transfer speeds are dramatically improved. 5 GB of MP3s makes more sense when you can load them in a reasonable time. USB is way too slow for large numbers of audio file transfers, even those in the highly compressed MP3 format. Second, the FireWire cable also carries power, so your Mac can recharge your iPod while it's synchronizing your music.



This is worth at least some fuss.

## It's Also a Hard Drive

What if you don't have a hundred CDs encoded on your hard drive ready to load onto iPod? You can use it as a portable FireWire hard drive as well. A 5 GB FireWire hard drive the size of a deck of cards is pretty cool, too.

## **It's Not Only Small, It's Light**

The point of MP3 players is portability. At 6.5 oz., iPod has set a new standard for portability. It also meets Jobs' definition of "sex appeal," which he used in January when comparing the Power Book G4's form factor with the Sony VAIO's.

## **But...**

It's not perfect. It costs a hefty \$399, placing it out of the range of the average teen or twenty-something who would be Apple's most likely customer. It only works on a Mac, and only on either Mac OS X 10.1 or Mac OS 9.2.1. If you've been hanging out with OS 8.6, 9.04, or even 9.1, waiting for the dust to clear around OS X, you're out of luck (though I suppose the drive would still mount, and you could transfer the files manually). It also lacks a line level out (though an RCA adapter will get around this limitation) and, most significantly, an audio input.

## **What's So Important About An Audio Input?**

At the moment, iPod is just the latest, and priciest, in a long line of MP3 players. With an audio input and portable microphones equal in quality to the audio output and included headphones, Apple would have a device that would compete with MP3 players, MiniDisc recorders, and even portable DATs. That's a lot more value, and would warrant the \$399 price tag.

## How Does iPod Compare?

Finally, let's get an idea of how iPod stacks up against the competition. A comparison like this is far less than complete, as it cannot take into account the intangibles of the individual owner's taste and temperament, but it's a good starting point.

Company	Apple	Creative	Archos
<b>Model</b>	iPod	Nomad Jukebox	Jukebox 6000
<b>Price</b>	\$399	\$249	\$299
<b>Capacity</b>	5 GB	6 GB	6 GB
<b>Data Storage</b>	Yes	No	Yes
<b>Size</b>	4.02" x 2.43" x 0.78"	5" x 5" x 1.4"	4.5" x 3.2" x 1.3"
<b>Weight</b>	6.5 oz.	14 oz.	12 oz.
<b>Multilingual</b>	Yes	No	No
<b>Audio Formats</b>	MP3, AIFF, WAV	MP3, WAV	MP3
<b>Interface</b>	FireWire	USB	USB
<b>Memory Cache</b>	32 MB	8 MB	2 MB
<b>Audio Output</b>	Stereo Mini-plug	Stereo Mini-plug	Stereo Mini-plug
<b>Headphones</b>	Included	Not included	Optional
<b>Line Input</b>	No	Yes	No
<b>Battery Life</b>	10 hours	4 hours	8 hours
<b>Power Adapter</b>	Yes	Yes	Yes
<b>Mac OS Requirements</b>	10.1 or 9.2.1	8.6	8.6
<b>Syncs with iTunes2</b>	Yes	No	No

There are other players in iPod's price range with 20 GB of storage (such as the \$349 list Neo), but who wants to take the time to transfer 20 GB via USB?

## Initial Opinion, Sight Unseen

Among MP3 players with similar capacity, iPod has the decided edge. It's the first FireWire-enabled MP3 player, it's small and lightweight, and it also has the extra bonus of synchronizing with iTunes2 (due out this month). But will it sell at \$399 in a tight economy? Only time will tell.

*Copyright © 2001 David Ozab, [dozab@atpm.com](mailto:dozab@atpm.com). David Ozab is an adjunct instructor at the University of Oregon School of Architecture and Allied Arts where he teaches an introductory class in electronic music for the new Multimedia Minor. He is also a Ph.D. candidate in the U.O. School of Music, and is taking a year's leave-of-absence to work on his dissertation.*



## Visitors at the Apple Retail Store

Although Tom just wrote [his article](#) about an Apple store opening during his recent visit to the mall, I decided to postpone my user report/interview until December and write a piece about my visit to the [new Apple store in Chandler, Arizona](#), whose opening coincided with the opening of the Chandler Fashion Center mall.

The Chandler store is Apple's twelfth retail store, with many more to come all over the country. It's actually the first of two to be located in the Phoenix Valley; the second will be opened at Scottsdale, AZ Fashion Square. It features a spacious retail area with displays on the sides of the store, shelves with software along the center, the genius bar in the back right, and the theater in back center, just like all other Apple retail stores.

To differentiate my article from Tom's, yet keep it a worthwhile read, I decided to interview store employees and customers to get a real feel for how Apple's retail strategy is panning out. I put my MiniDisk player/recorder in my back pocket, strapped on my lapel microphone and lightweight headphones, and recorded people's answers to questions from a questionnaire I had put together beforehand.

Thanks to Mark McClelland, Senior PR manager of Corporate Communications, I had received an invitation to the press event that happened before the store opening. Arriving at the store at a half hour before the opening, I was greeted by window displays a little out of the ordinary: the left window contained a massively oversized iBook, complete with

an iBook placed on a rotating display cylinder. The right window had hanging displays of the Mac OS X desktop and a couple of Apple's applications. As far as window dressing is concerned, Apple's oft-used slogan came to mind again: Think different.



Window dressing at the Apple retail store in Chandler, AZ. © 2001 [Scott Swanson](#). All rights reserved.

Outside the store a crowd of 170 people was patiently waiting in line to get in. At 9:45 AM about 200 people were waiting in line, and at 10:00 about 220 people. By 11:45 the line had shrunk to about 50 people, and only at 12:30 pm was the line no longer. I was glad to have a press pass.



Apple employee filming the line at the opening of the Apple retail store in Chandler, AZ. © 2001 [ProGravix Digital Design](#). All rights reserved.

My tour of the store began with the [press event](#), during which the invited members of the local press were briefed by Ron Johnson, Apple's Senior Vice President of Retail. Following on the previous eleven stores around the country, this was to be Apple's biggest opening yet. Johnson expected about 4,000 customers throughout the course of opening day. They were going to be taken care of by 22 sales associates, some of whom were flown in from Apple's headquarters in Cupertino or other Apple stores around the country, e.g. Ginger Green, manager of Apple's [retail store in Plano, near Dallas, Texas](#).

I tried to find out more details about the type of training the employees had received, but was always referred to headquarters in Cupertino. All I could pry out of anyone was that all of the 600 new retail store employees this year had received "extensive, service-oriented training" at headquarters. They were briefed on topics like hardware,



software (including OS X), troubleshooting, and service philosophy. In the words of Ron Johnson, it is “harder to become a store employee than to get into Stanford,” referring to the number of applications for store positions. This would explain the low turnover (which is basically non-existent), a new concept for computer retail.



Employees at the Genius Bar eager to answer customers' questions. © 2001 Scott Swanson. All rights reserved.

Another question I had come across on the Web in the days leading up to the Chandler store opening was what kind of hardware service offerings they have at the store. In that respect, Apple's mission is to provide troubleshooting on your hardware for the first fifteen minutes for free after which they will send it to Apple to resolve the issue. My concern, and other people's, is that even if your piece of hardware is still under warranty and repair is free, then it may take a while to have it fixed, during which time you're out your Mac. Maybe some type of loaner insurance would be possible somehow?

When I asked what Apple has done to simplify OS and software installations on the machines in the stores I was told that they are planning on using Netboot in the future, but for now they are using FireWire drives and ASR (Apple's Software Restore) to perform installations on store computers. Another question that burned in some people's minds was how Apple is dealing with shoplifting, since there didn't seem to be any theft-protection system: well, they are trying to deal with it the same way other stores are.

A minute before opening time Ginger Green was leading the employees to the front of the store, all the while clapping to the beat of the B52's Love Shack and shouting enthusiastically to greet the equally enthusiastic first shoppers. Passersby outside the store stopped in their tracks to see what the devil was going on that was causing such a ruckus and that big a crowd in the first place. The music was coming out of the store's stereo system that was fed by the Quicksilver G4 in the theater area running iTunes.



First in line at the Apple retail store in Chandler, AZ. © 2001 [ProGravix Digital Design](#). All rights reserved.

Then the first customers entered, all with wide grins on their faces, a little like kids in a candy store. It wasn't too long before the first product was being purchased, a TiBook. Lots of other purchases followed, which is no real surprise judging by the massive crowds that populated the store on opening day.

This was the time when I started taking notes on what kind of customers were frequenting the store: the crowd spanned all age groups, (from my interpretation of the looks of it) several social scales, all ethnic groups, but it was decidedly male—but then again, less so than during my visits on event days at CompUSA's store-within-a-store as a

customer or a demo days rep. Maybe the retail store concept will be able to ameliorate that and prove to be more enticing to women to check out Apple's offerings and those of third parties.

The store is divided into six sections: Products, Solutions, Genius Bar, Theater, Software, and Etc. Yes, you read right, "Etc.": that's the name of one of the sections. The Products section contains "Macintosh computers, displays and AirPort™, Apple's revolutionary wireless networking solution." Solutions is the area where Apple offers third-party products that interface with Macs, i.e. for making desktop movies, creating digital camera prints or photo albums for your Web site, putting your music library on a Mac and burning custom CDs, and letting your kids explore education software and games, turning the often cited concept of the digital hub into reality. All throughout the store, however, you cannot find the word "computer" advertised anywhere—it's all part of the digital hub.



Customer checking out the latest iBook offerings at the Apple store in Chandler, AZ. © 2001 [ProGravix Digital Design](#). All rights reserved.

The Genius Bar was a welcome place for customers. Here they could find answers to difficult questions they were unable to get answers for anywhere else. The employees behind the counter of this special area have extensive technical training in all things Apple.

In case they cannot answer a question they have the ability to call Apple headquarters in Cupertino and get advice from the senior technical experts, from the horse's mouth so to speak. During my visit I did not see it being used; that speaks for the store employees, I'd say.



The "bat phone" at the Apple retail store in Chandler, AZ. Stump a genius behind the Genius Bar, and they will call Cupertino directly.  
© 2001 Scott Swanson. All rights reserved.

The center of the store divides the store into left and right halves. On either side of the center shelves Apple customers can choose from a selection of over 600 different software titles. This may help dispel the myth that there is “no software available for the Mac.” One of the people I interviewed is a radio producer who found the software he was looking for.



The software aisle at the Apple retail store in Chandler, AZ, holding more than 600 different titles. © 2001 Scott Swanson. All rights reserved.

The “funnest” part of the store is, as many expected, the kids’ area. It contained a round of iMacs loaded with Nanosaur and edutainment software. That also seemed to be the most comfortable area judging by how comfortable the chairs are: ball-shaped, black hard-foam seats. However, the seats were always taken during the three hours I was there.



Kids enjoying their own special area set up with iMacs at the Apple store in Chandler, AZ. © 2001 Scott Swanson. All rights reserved.

From the back of the store you could hear ooohs and aaahs every half hour: this is where the theater is located. Demos shown included OS X, Microsoft’s Office suite, and other Apple favorites like QuickTime. It always attracted a good crowd, easy enough on opening day. Many people were interested in Mac OS X and how well it ran, and how well

applications run under it. When they saw, for example, how fast a Word document opened, or how a QuickTime movie was still playing while minimized in the dock, folks couldn't help but let out sounds of amazement.



Ooohs and Aaahs kept coming from the theater area in the back where the latest software offerings were being demonstrated. © 2001 Scott Swanson. All rights reserved.

I think this is the one most important aspect of Apple retail stores: hands-on, immersive experience in a controlled environment. Forget about CompUSA store-within-a-store experiences where none of the Macs are turned on and nobody is on hand to help you. Some people just need to touch and feel the product before they buy it. It won't help them to look at an image of a Mac at an online retailer's Web site. Ditto with catalog retailers: a picture may say a thousand words, but if you cannot hear those words loud and clear, like through a Harman Kardon sound system hooked up to the new iMac, it just is not enough.

Let's now turn to what customers actually said about their retail store opening experience: below is a summary of the results from the questionnaire I put together. All the people I interviewed were very friendly and didn't hesitate to give answers to the questions I wanted to ask them. Please note that this survey is neither truly random nor scientific, although I tried to ask people from all parts of the spectrum. I interviewed nine people, so sample size isn't great either, by any standards. My thanks go out to all interviewees:



Stephen Barta (the second store patron, but really the first, if you take the time he arrived at the mall: 2:30 in the morning!), Scott Swanson, David Blackman, Ken Moskovitz, Bjoern Kathofer, Barbara Freedman, Dan Garrity, Colin and Alan Stark, and Jared Everson.

Many people came from cities in the Phoenix Metropolitan Area, but several from further away, including Tucson. Accordingly, they traveled anywhere from five minutes to two hours. The interviewees all endured waiting in line for some period of time. Reasons for coming to the store varied from “checking out the store” to trying to buy hardware or software. People were generally impressed by the store overall and liked its layout and bright design. Equally appreciated was the concept and design of the Genius Bar. Interviewees liked the idea of being able to ask a specialist in person and be assured of an answer on the spot. Moreover, they were delighted by the knowledgeable sales staff, who were able to answer most of their questions, and when they didn’t know an answer, they made sure the question was answered by someone at the Genius Bar.



Apple employee dispensing advice at the Apple store in Chandler, AZ. © 2001 [ProGravix Digital Design](#). All rights reserved.

Attitudes towards the theater area were a little more mixed in that interviewees could not readily imagine how helpful this area might be on a regular basis, but some patrons insisted that it was a great idea excellently suited for showing demos, with a lot of



flexibility. It's so much better than the endless tape of the vacuum cleaner at the JCPenney store: now Apple can show a demo of whatever is of particular interest to the crowd at the store. The mixed attitudes may be due to the fact that most interviewees had not had the time to sit down and watch any of the demos being shown. There was just too much to check out and the crowd was too big to get through swiftly. That was also the reason that except for a couple of people interviewed most did not try out the AirPort network that was deployed in the vicinity of the Apple store.



Customers using Apple's wireless Airport Ethernet outside the Apple store in Chandler, AZ. © 2001 [ProGravix Digital Design](#). All rights reserved.

That, however, did not discourage any interviewees from proclaiming their shopping experience a success, mainly because it was so hands-on. This was also the main point mentioned as an advantage to Apple opening retail stores in the first place. Most people recognized increased brand recognition, and that a retail store is the place for a one-stop-shopping experience heretofore unbeknownst to Mac users anywhere. The only concern seemed to be what the stores will do to Apple's bottom line, as the expense of having a store infrastructure is quite considerable.

Seventy-eight percent of the people interviewed are Mac users, and 85 percent of those are veterans, having used Macs at least nine years. Fifty-seven percent of the Mac users are using OS 9; the remaining 43 percent use OS X as their main OS, whereas the PC users interviewed used Windows 98 and Windows Millennium Edition at home. Internet use was so prevalent, it was mentioned only as an afterthought, or only after I specifically asked about it. These days, Internet use has become so natural, it is understood that computer use includes Internet use—no wonder, if you consider that half of all American households own a computer.

Other areas of computer use ran the gamut of word processing and spreadsheets, scanning and photo editing, gaming, and finances, to less common applications like video editing, genealogy, and programming. In essence, people emphasized that they appreciate how their computer gets their work done, and with less hassle than *otherwise*, if you catch my drift.

Considering the community feeling that the retail store opening engendered, it was interesting to note that only one out of seven users interviewed was a member of a user group. Personally, I think this is where Apple has a huge potential waiting to be harvested. Thousands of people are spending time evangelizing Apple in their own way, volunteering at the local CompUSA Apple store-within-a-store, serving as Apple demo reps, writing online articles, taking pictures, making movies, and more. What if Apple added some structure to all of this? What if Apple took a little bit of that cash it has in reserve and helped buyers of Apple hard- and software to connect to a user group really easily? How? Well, what if Apple included a coupon for a free one year membership in the local Mac user group? Apple would get a break on membership costs, and the local Mac user group would benefit from a stronger and more diverse membership. Looks like a perfect marketing opportunity to me to put into action the slogan regarding Apple's market share, advertised so visibly now in all Apple stores:

"Five down, 95 to go."

Which prompts me to paraphrase another marketing slogan:

"Just do it, Apple."

Happy shopping, Cheerio, Dierk

P.S. Check out a video of opening day by Drew Lamont at [Progravix](#). And [another video](#).

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# About This Particular Web Site

by Paul Fatula, [pfatula@atpm.com](mailto:pfatula@atpm.com)

## Mac OS X Hints

This is an extensive news site devoted to all things X. You can browse through recent news in various categories (Unix, Desktop, System, etc.), or make use of the very helpful search feature to find a hint on a particular subject. This site taught me how to do things like change the size of icons on my desktop, show double arrows at both ends of scroll bars, and which program to use to pin my dock to the edge of the screen ([TinkerTool](#), highly recommended).

## FatChuck's list of Corrupt CDs

Sure, you and I know that copyright law allows you to make a copy of an album you purchased for personal use, but someone forgot to tell a number of music labels. This site gives a list of "corrupt CDs," that is, CDs which either are somehow copy-protected or which just plain won't play on "any computerized device." The list, for the moment, is rather short, but as people add contributions, it will grow and become a very useful resource. Regardless of whether you side with the music industry or with ordinary listeners, this site will give you an idea what you're buying before you bring it home and find you can't copy it onto your MP3 player.

## Everything USB

Just in case you can't guess what's on this site from its title, well, it contains pretty much everything that anyone will ever need to know about USB devices. It covers releases of new USB devices, offers a FAQ on USB 2, and has an extensive USB Product Finder. I found this site looking for a Mac compatible USB modem. Everyone I called said only one company made them, and they were out of stock, but Everything USB showed me a number of options, each with a link letting me find the lowest price available.

## HotAIR

The site's subtitle will give you a better idea of what it's all about than its name: "Rare and well-done tidbits from the Annals of Improbable Research." It's been giving out its own Nobel Prizes for a decade now, for professional research in questionable fields and

published papers like "A Preliminary Survey of Rhinotilleomania in an Adolescent Sample" (concluding that many adolescents pick their noses) and "Unskilled and Unaware of It: How Difficulties in Recognizing One's Own Incompetence Lead to Inflated Self-Assessments." My favorite from this year has got to be the technology prize, which went to a man who was granted an Australian "Innovation Patent" for the wheel.

## Mac OS X Apps

Start with X, end with X. This site, whose current poll reveals that 1.71% of its readers have never heard of a Mac, is similar to the first site I mentioned except that it focuses on applications. The front page lists recent releases, and lets you browse specific types of applications, like Docklets, Command Line, and the all-important UI. The site also provided me with a link to [Mac OS X Ports](#), which hosts a number of very useful compiled Unix applications, including SSH2, that can be run from the Terminal. For finding X applications, I prefer Mac OS X Apps even to VersionTracker, which has an annoying tendency to return classic-only applications when you do a search for X programs.

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## Credit Where Credit Is [Not] Due

Microsoft has become quick and good at seizing any opportunity to push attention away from itself and blame others, even if those others aren't truly to blame.

Their latest attempt? Perhaps you've seen the latest Microsoft [security bulletin](#), which describes a patch that is supposedly necessary to fix a "security risk" where viruses could get downloaded (typically from Web pages) and automatically launched. One section from the bulletin answers the question of what the patch does:

This patch updates Internet Explorer 5.1 to version 5.1.3 (build 3905) and prevents the Mac OS from automatically launching MacBinary and BinHex files.

Note the emphasis about preventing *Mac OS* from decoding downloaded files. The truth is, Internet Explorer for OS X (not OS X itself) was given a "feature" where encoded files (such as MacBinary and BinHex) are automatically launched after they are decoded. If a virus were inside one of these encoded packages and downloaded, the user wouldn't have an opportunity to choose not to launch the application after it is downloaded. [Apple's bulletin](#) is more accurate:

The default setting for Internet Explorer in Mac OS X 10.1 is to automatically decode and open ("execute" or "launch") the downloaded file. While this automation is a convenience, this behavior could be exploited by a malicious Web site.

Forget for a moment that *most* of the time, when a user clicks a file to download, they know that they're downloading something and *should* know *what* they're downloading. I'll pretend for a second that there are some Macintosh users who aren't enlightened enough to not click a file to download unless they know what it is.

Having said that, what we have here is a case where Microsoft released their new browser for OS X, came up with this "auto-launch" feature (possibly to create something similar to the "Run from location" setting when a file is downloaded in IE for Windows), later

realized (or, more likely, pretended to “realize”) that was a security problem, blamed OS X, and released a patch to fix it. If Microsoft wanted to add this feature properly, they would have provided separate options to enable/disable auto-decoding and auto-launching and default the auto-launch to *off*. Better yet, why not give the user the choice when they download the file to either save it or go ahead and run it, just like IE for Windows.

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# How to Become a Network Guru

by Matthew Glidden, [mglidden@atpm.com](mailto:mglidden@atpm.com)

## Basic FTP File Sharing Between Macs and PCs

For people who use both Macs and PCs, using the same file on either platform is often both a need and a problem. Mac and PCs use different Oses and file systems, but that doesn't prevent them from communicating entirely. You can take advantage of the built-in TCP/IP support of both operating systems to move files from Mac to PC and vice versa using FTP (File Transfer Protocol, a common method of file transfer on the Internet). It's not quite as easy as AppleTalk between two Macs, but it's pretty close.

FTP is based on the platform-independent TCP/IP protocol, so you can send and receive files from any other platform or operating system that supports TCP/IP. This article specifically addresses Mac OS and Windows, but you could use Unix instead with a very similar setup.

### Hardware Setup

Assuming each computer is Ethernet-ready, connect each computer to your Ethernet hub or switch using a standard Ethernet cable, or connect the two computers to each other using a crossover Ethernet cable. The crossover cable setup will only work for exactly two computers, since you're using a single cable.

### How FTP Works

FTP is a no-frills way of viewing files and moving them around. Unlike the Web, FTP is based on text-only lists of files and directories of files that you browse and download using an FTP client. To see these files, the client connects to an FTP server, which runs on the computer that stores the files you want to share (with others or yourself).

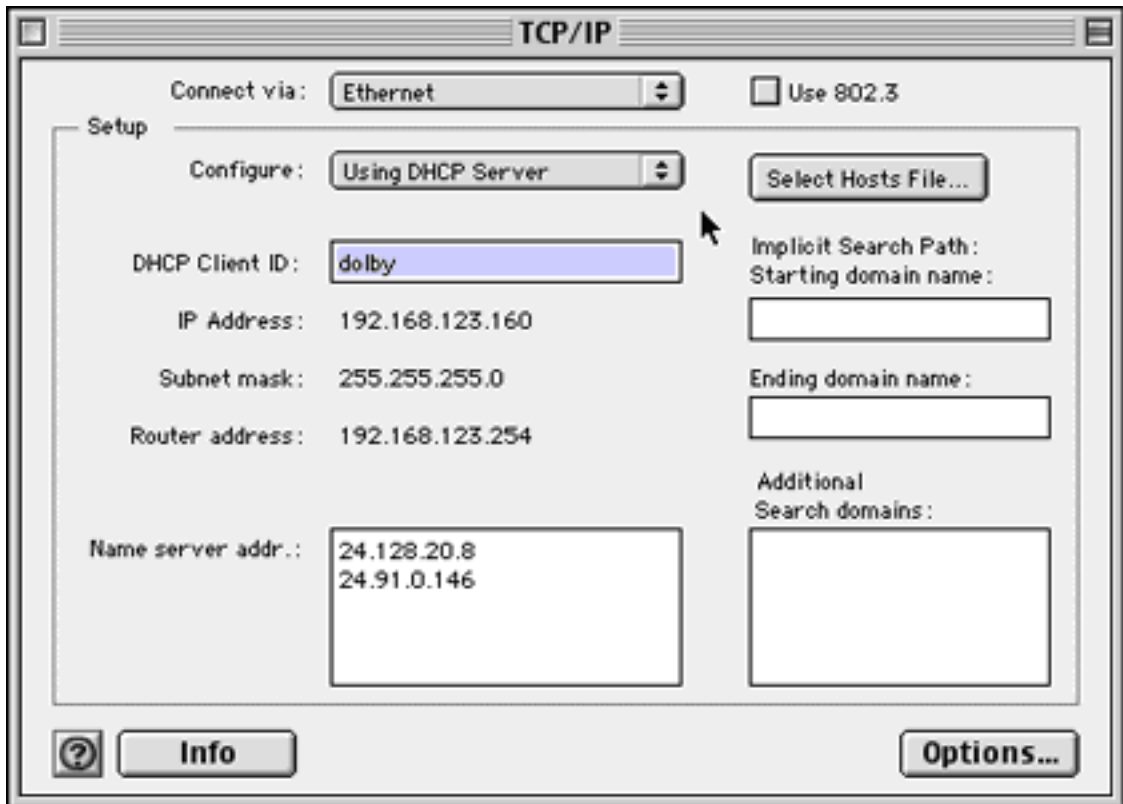
You need two things to make FTP work: an FTP server on one of the computers and an FTP client program on the other. It's possible to set up clients and servers on both computers at once if you like, although that probably won't be necessary.



For this article, I've chosen a PC FTP server and Mac OS FTP client. There are multiple client and server choices for each platform, which you can browse on file repositories like CNet's Download.com or VersionTracker.

## Mac Software Setup

Before you can set up your FTP connection, each computer needs to have an IP address. For the Mac, open the TCP/IP control panel and check the "Connect via" setting. If you already receive an IP address using DHCP (from an Internet router, for example), make note of the address and close the control panel. If there's no IP address, change "Connect via" to "Manually" and assign one. The address is four groups of numbers from 0 to 255, all connected by periods. Typically, you start home network IP addresses with 192.168 (e.g., 192.168.1.1).

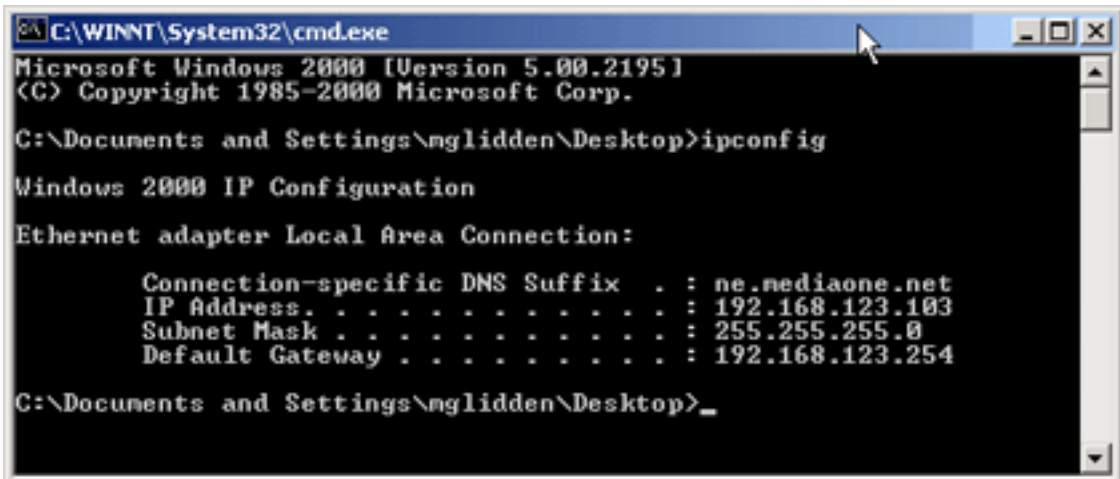


In the example, I receive an IP address via DHCP, so I make note of the address (192.168.123.160) and don't change anything.

## PC Software Setup

Now you need an IP address on the PC. Choose the Start button, then open Network and Dialup Connections from the Settings menu. Open Local Area Connection, highlight Internet Protocol (TCP/IP) and choose Properties. If you already obtain an address automatically, you can close everything. If you don't already have an IP address, assign a different one manually as described above.

If you receive an IP address dynamically (using DHCP) in Windows, the actual IP address may not be obvious. To get it, select Run from the Start menu and type cmd to open an MS-DOS window. Type ipconfig to see your computer's IP address.



```
C:\WINNT\System32\cmd.exe
Microsoft Windows 2000 [Version 5.00.2195]
(C) Copyright 1985-2000 Microsoft Corp.

C:\Documents and Settings\nglidden\Desktop>ipconfig

Windows 2000 IP Configuration

Ethernet adapter Local Area Connection:

    Connection-specific DNS Suffix  . : ne.mediaone.net
    IP Address. . . . .                : 192.168.123.103
    Subnet Mask . . . . .              : 255.255.255.0
    Default Gateway . . . . .          : 192.168.123.254

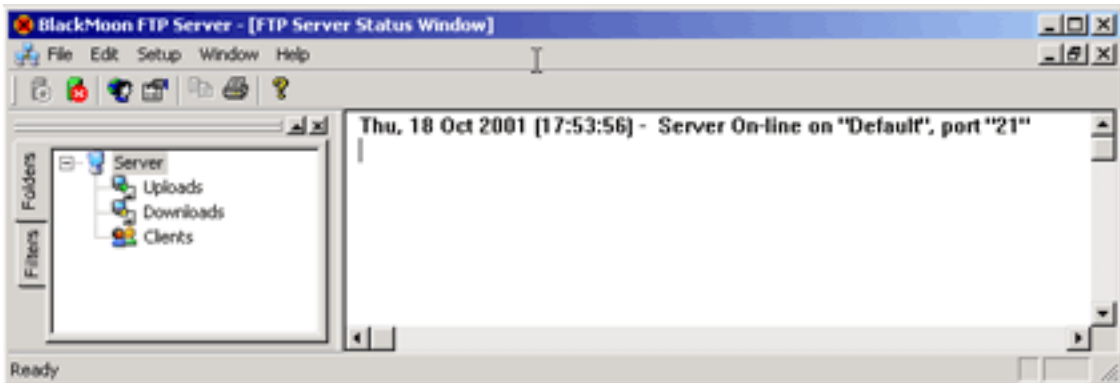
C:\Documents and Settings\nglidden\Desktop>_
```

In this example, the IP address is 192.168.123.103.

## FTP Server Setup

There are a number of free FTP servers on the market, but I choose [BlackMoon FTP](#) to run on the Windows system for this article. Once you download and install the server, create a user for yourself on the server by setting a user name and password and your default folder. I'm using my music folder in the example.

Once you have an account set up, start the server.



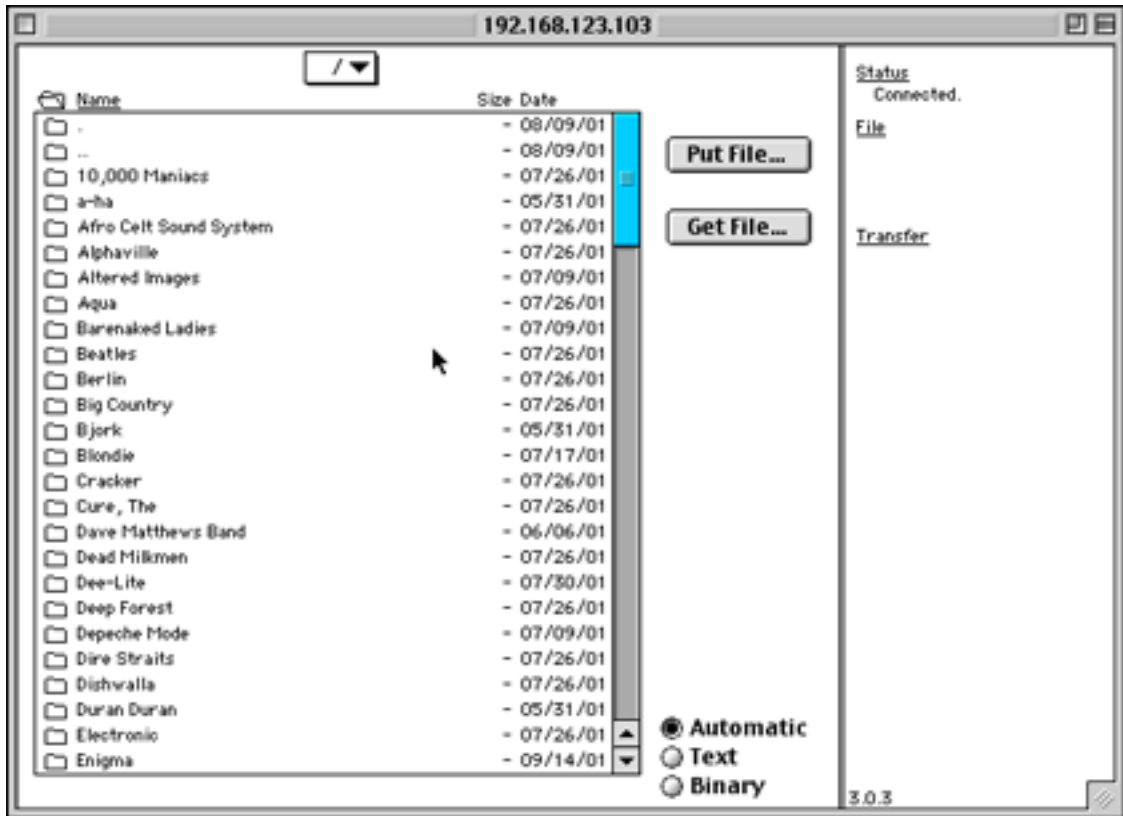
The server is now ready to receive FTP connections. You should be able to use the default configuration, which will communicate through port 21 (the standard FTP port).

## FTP Client Setup

I use [Fetch Softworks'](#) Fetch program (previously from Dartmouth College) as my example client FTP program. Once you start Fetch, create a new connection (or new bookmark) from the File menu and enter the IP address of the computer running your FTP server. Then enter the account name and password you created on the FTP server and choose OK.



This should open the FTP connection and show you the contents of the default folder for your account.



You can now navigate folders and transfer files between your Mac and PC. Get File... downloads one or more files, and Put File... uploads them.

## A Note About File Formats

Just because you can transfer files from one computer to the other, it doesn't necessarily mean you can easily use them. Some files work equally well on both, especially picture formats, many music formats, and some word processing formats. Application-specific files, however, are less likely to work unless you have the same application on both computers. If you run into this problem, see if the application that created the file can

export to a more generic format, like Rich Text Format for word processing or PNG or JPEG for graphics. You should then be able to find a program on the other platform that can use the file.

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# How to Become a Network Guru

by Matthew Glidden, [mglidden@atpm.com](mailto:mglidden@atpm.com)

## Networking Tutorial

Welcome to the ATPM/Threemac.com network tutorial, a quick way to get Mac network-ready. By the end, you'll be familiar with the network-related aspects of your Mac, including the hardware, software, and those plugs on the back of your Mac.

### Additional Tutorial Details

It takes about 20 minutes to read through the network tutorial, after which you'll have a good starting knowledge of how networks function and how your Mac fits in. You may want to take some notes, especially the details of your own computer (which you'll need later).

An essential step to learning about networks is knowing what they can do. There are several typical uses.

- Move files to a new computer: When you purchase a new computer, a network allows you to transfer all the existing files to the new computer.
- Share files between computers: Homes with more than one computer often read certain files on each computer. Networking the computers allows one computer to access another computer's files without needing to copy files by hand.
- Share a printer: Most computer users have a printer. Networking a printer to more than one Mac eliminates the need to purchase a printer for each computer.
- Share an Internet hookup: Many homes have multiple computers, but few homes have multiple Internet connections. Internet connections can be "shared" to networked computers, widening their utility.
- Make Macs and PCs co-operate: Many homes have Macs and PCs living together (scandal!) and face the problem of using the same files on each computer. Networking Macs and PCs together can help make this process easier.

- Play games: Most computer games these days, from Monopoly to Quake, allow multiple players to play against each other over a network.
- Make older computers useful: Have an old Mac in the closet? Networking it gives you extra storage space and breathes life into a computer you may have presumed long dead.

## What to Keep Track Of

Before you set up a network, there are some essential things you need to know about your Mac. Without these details, setting up your network could be a shot in the dark. (Veteran Mac users can probably skip this section.)

*Which Mac OS version are you using?* “OS” stands for Operating System, which is what some call the computer’s engine. When you turn the computer on, the Operating System is what makes everything function. Apple updates the OS regularly, and it’s important to know which version you’re using. The “version” is the number Apple associated with the engine on your particular Mac. To find it, click on the menu in the far upper-right corner (the application menu) and select Finder. Now click on the upper-left Apple menu and select About This Macintosh.... Look for the phrase “Mac OS X.XX” or “System X.XX,” where X.XX will be the version number. If you think you won’t remember this number, write it down somewhere.

*Where is the System Folder?* The files that make your computer run reside in a special folder called the System Folder. To locate it, select Finder from the application menu, then Hide Others from the same menu. This is the desktop; your hard disk’s icon should be in the upper-right. Open the hard disk and you’ll find the System Folder. Remember where it is for later use.

*Can you use the Extensions Manager?* If you open the Apple menu, you’ll see a folder called Control Panels. In this folder is a Control Panel called *Extensions Manager*, which controls some of your computer’s internal functions, allowing you to “enable” and “disable” different files. You control some of the network functions using this file, so remember where it is for later. If you change something using the Extensions Manager, you must restart your Mac for any changes to take effect.

## Network Terminology

Learning about networks will add some new words to your vocabulary.

The first new word is *network* itself, which is both noun and verb. “A network” is a collection of connected computers that share information with each other. “To network” is to go through the process of connecting one computer to another. “Networking” refers to the general subject of connecting computers and using them together.

When diplomats communicate, they use a specific *protocol* or way of speaking. Networks do the same. Networks pass data from Mac to Mac in small chunks; the protocol determines how your Mac divides and arranges the data before sending it out. The most-used protocol is *Ethernet*, but you might also use *LocalTalk*.

Networks sometimes combine protocols. Apple developed a way of sharing files and printers called *AppleTalk*, which can run in tandem with Ethernet. The combined protocol is *EtherTalk*, AppleTalk over Ethernet. Macs can also use the various Internet-style protocols, such as *TCP/IP*, *HTTP*, *FTP*, etc.

You physically connect Ethernet networks using a particular kind of cable called *twisted-pair*, with a device called a *switch* or *hub* as the central connection point. The switch transfers the network traffic between computers. Although any size Ethernet network can use a switch, networks with only two Macs can use a special cable called a *crossover* cable instead, to save money. All other Ethernet networks require *straight-through* cables (both cables are still twisted-pair).

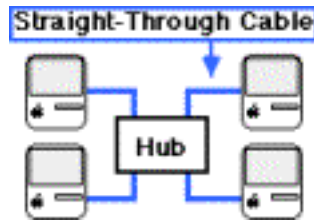
## Network Options: Ethernet

Ethernet is the type of network most-used these days because of its speed and affordability. All new Mac models come with a built-in Ethernet port, making it easy to get started. Older Macs can support Ethernet by using a network adapter, which I will talk about later.

Ethernet networks use a central device called a hub or switch to transfer network information. Hubs and switches usually have at least four connection points (*ports*). Four-port hubs, which are usually adequate for home use, cost around \$50. Two-Mac Ethernet networks can use a crossover cable (around \$10) instead of a hub, to save money.



There are currently three Ethernet speeds, regular Ethernet (10BaseT), *Fast Ethernet* (100BaseT), and *Gigabit Ethernet* (1000BaseT). Although the numbers imply a increase of ten times with each speed bump, the actual increase is more like four or five times.



## Network Options: AirPort

Most new Mac models have the ability to use a method of wireless networking that Apple calls AirPort. Some models come with AirPort built-in, while others can add wireless support with the AirPort card.

The AirPort functions through a combination of a broadcasting device (the AirPort Base Station) and AirPort antennae in the computers. AirPort runs at approximately regular Ethernet speed and can send network signals up to a few hundred yards away. The performance and connectivity varies with distance and obstacles, though, similar to broadcast radio or wireless phones.

Macs that include AirPort antennae can act as broadcast Base Stations using the Base Station software (downloadable from Apple). You can also purchase the AirPort Base Station, which will broadcast a network signal and also share an Internet connection (modem, cable, or DSL) across the network. This Base Station costs \$299 from Apple and the AirPort cards (for connecting to the AirPort network) cost \$99.

## Network Options: Home Phone Lines

Although no Macs come with built-in support for it, there are several products out there that allow you to run a low-speed home network through the existing phone lines in your home. Home phone service uses a specific transmission frequency over its wires, leaving other frequencies available for other use. The available products, such as HomeLINE and HomeFree, tap into this unused space, putting it to use as network cable.

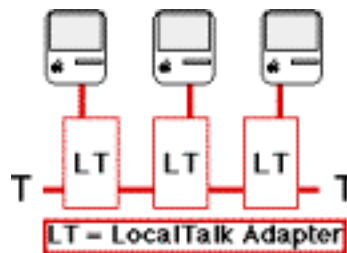
Using your home phone lines is convenient from a connection perspective (you just need to plug one wire into your Mac and one into the nearest phone jack), but the network speed suffers significantly compared to Ethernet and the price is similar. Some products offset this by including software that allows you to share a modem Internet connection and/or share files between Macs and PCs, a considerable boon to many home networks. The exact software you get varies, however, so check the product details first.

## Network Options: LocalTalk

LocalTalk was the original method of Mac networking, built-in to all beige-colored Mac models. Any Mac that has printer and modem ports can connect to a LocalTalk network.

LocalTalk networks connect in a daisy-chain fashion, one Mac to the next, and use terminators at each end to “close off” the network. Each LocalTalk Mac or printer has its own LocalTalk adapter (an adapter runs about \$10–15). Two-Mac LocalTalk networks can use a serial (printer) cable instead of LocalTalk adapters, to save money.

LocalTalk transmits data up to 230 kilobits (about 28 kilobytes) per second. This is almost 40 times slower than regular Ethernet, showing the progress that networks have made since the 1980s, when LocalTalk was born.



## Is Your Mac Network-Ready?

If you decide to set up a network or add your Mac to an existing network, you will need to know about its networking capabilities. Can your Mac plug in right away? Does it need something extra to get it working? All Macs have ways to “expand” their capabilities, but the expansion options vary from Mac model to Mac model. If you want to add network support, you need to know what your Mac’s expansion options are in order to get the right thing.

## Types of Expansion

There are two common ways to expand a Mac's capabilities.

**Internal Expansion Slot:** A "slot" inside the computer that accepts "cards." There are cards available for almost every use, including networking. There are different kinds of internal cards, usually known by an acronym (such as PCI or PDS). This is the typical way to add network support to your Mac.

**External Port:** A receptacle (usually called a port, plug, or jack) on the outside of the computer for attaching additional devices. Commonly used for connecting the monitor, keyboard, etc., but there are also networking ports.

The exact external ports or internal slots available vary from Mac model to Mac model. The next section helps you determine what your Mac has on the inside and outside, so you know how to make your Mac ready for network use.

## Network Ports on Your Mac

Setting up a network involves plugging things into at least one port on your Mac, so you should become familiar with them. Only a few ports relate to networking. The others are for monitors, speakers, etc.



Ethernet (RJ-45)  
Port

The Ethernet port (or RJ-45 port) connects the Mac to an Ethernet network. If your Mac has an AAUI (Apple Attachment Unit Interface) port but no RJ-45 port, connect an AAUI transceiver to the AAUI port to provide an RJ-45 port for Ethernet connection.



AAUI Port

All beige-colored Mac models include two serial ports, the printer and modem ports. Networked computers using the LocalTalk protocol connect using one of these ports (usually the printer port).



Serial Port

## Checking Out the Software

Now you know something about network basics and terminology, but there are some things on your Mac you'll also need to know how to use.

*The Chooser:* This resides in the Apple menu and controls two network-related functions. Use it to turn AppleTalk on and off and to select which networked computers you want to access.

*File Sharing:* This control panel handles the basic functions of sharing files with other networked Macs.

*AppleTalk (or Network):* The AppleTalk control panel determines how your Mac will access the network. Some older Macs use a control panel called Network to perform the same function. Your Mac will use one or the other, but not both.

*Users & Groups*: To share files from your Mac to others on the network, you need to create access accounts for the other Macs to use (similar to an ATM account). This control panel handles the setup of this access.

## Finishing Up

That's it for the basic Macintosh networking tutorial. I hope it has helped you figure out what you'd like to do and how to plug things in. If you plan to set up a new network, the [Making a New Network](#) section is where to go next.

If you're not sure what you want to do next, check out the other [networking articles](#) on this site and see what interests you. If you have questions about this tutorial or would like to something added to it, [send mail](#) and let me know.

Q: Is networking expensive?

Setting up a basic two-Mac network can cost as little as \$10. Most people will spend \$40–75 for a hub or switch and cables.

Q: Do I need to be a technician?

If you've set up your VCR and taped a program, you can probably set up a network.

Q: Can different versions of the Mac OS network together?

Yes, different versions should work together fine.

Q: Can I connect to America On-Line from more than one Mac on the network?

No, you can only use an AOL account from one Mac at a time.

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# Extras: Cartoon

by Mike Flanagan, [sensible@sensible.screaming.net](mailto:sensible@sensible.screaming.net)



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# Extras: Desktop Pictures

## [Berlin, Germany](#)

These pictures were taken this summer in Berlin, united Germany's capital. The photographer was [Katarina Neef](#), an architecture student from Boston. As you can see, the city is still under a lot of construction but is shaping up to become one of the most modern and exciting cities in Europe.

## [Mount Auburn Cemetery](#)

These pictures were also taken by [Katarina Neef](#), this time in October. They were taken around the Mount Auburn Cemetery in Massachusetts. You can see the Boston skyline on one of them.

Both sets of pictures were taken with an Olympus C-2000Z and post-processed with iView and Cameraid.

## **Previous Months' Desktop Pictures**

Pictures from previous months are listed in the [desktop pictures archives](#).

## **Downloading all the Pictures at Once**

iCab and Interarchy (formerly Anarchie) can download an entire set of desktop pictures at once. In iCab, use the Download command to download "Get all files in same path." In Interarchy, use HTTP Mirror feature.

## **Contributing Your Own Desktop Pictures**

If you have a picture, whether a small series or just one fabulous or funny shot, feel free to send it to [editor@atpm.com](mailto:editor@atpm.com) and we'll publish it in next month's issue. Have a regular print but no scanner? Don't worry. E-mail us, and we tell you where to send it so we can scan it for you. Note that we cannot return the original print, so send us a copy.

## Placing Desktop Pictures

### Mac OS X

Switch to the Finder. Choose “Preferences...” from the “Finder” menu. Click on the “Select Picture...” button on the right. In the Open Panel, select the desktop picture you want to use. The panel defaults to your “~/Library/Desktop Pictures” folder. Close the “Finder Preferences” window when you are done.

You can also use the pictures with Mac OS X’s built-in screen saver. Choose “System Preferences...” from the Apple menu. Click the screen saver button. Then click on Custom Slide Show in the list of screen savers. If you put the ATPM pictures in your Pictures folder, you’re all set. Otherwise, click Configure to tell the screen saver which pictures to use.

### Mac OS 8.5–9.x

Go to the Appearance control panel. Click on the “Desktop” tab at the top of the window. Press the “Place Picture...” button in the bottom right corner, then select the desired image. By default, it will show you the images in the “Desktop Pictures” subfolder of your “Appearance” folder in the System Folder, however you can select images from anywhere on your hard disk.

After you select the desired image file and press “Choose,” a preview will appear in the Appearance window. The “Position Automatically” selection is usually fine. You can play with the settings to see if you like the others better. You will see the result in the little preview screen.

Once you are satisfied with the selection, click on “Set Desktop” in the lower right corner of the window. That’s it! Should you ever want to get rid of it, just go to the desktop settings again and press “Remove Picture.”

### Mac OS 8.0 and 8.1

Go to the “Desktop Patterns” control panel. Click on “Desktop Pictures” in the list on the left of the window, and follow steps similar to the ones above.



## Random Desktop Pictures

If you drag a folder of pictures onto the miniature desktop in the Appearance or Desktop Pictures control panel, your Mac will choose one from the folder at random when it starts up.

## DeskPicture

An alternative to Mac OS's Appearance control panel is Pierce Software's DeskPicture, [reviewed](#) in issue 5.10 and available for [download](#).



# Review: Mandrake Linux 8.0 PPC

by David Ozab, [dozab@atpm.com](mailto:dozab@atpm.com)

**Developer:** [Linux-Mandrake](#)

**Price:** free download or \$20 incl. shipping for a two-CD set

**Requirements:** PowerPC-based Mac, 96 MB of RAM, 2 GB HD

**Recommended:** G3-based Mac



## Give Your Old Mac New Life

The move by Apple to Mac OS X is leaving many feeling left behind. Perhaps you have a pre-G3 Power Mac which won't run it at all. Or you own an older G3 or iMac (I have a G3 350) and you worry about all of Aqua's glitz and glamour slowing your computer to a crawl. Or you just aren't ready to shell out \$130 for a new operating system when you know you'll be spending most of your time in OS 9. Thankfully there's another way to experience a Unix-based OS with a mostly intuitive GUI, and best of all it's free. With Mandrake, you can follow countless geeks and geek wannabes into the world of Linux.

My first experience with Linux was last year, when I agreed to baby-sit a PC for a friend who moved to Boston (I've since adopted it with his blessing). He had installed Mandrake Linux 7.2 before leaving it with me, and I quickly learned the first rule of installing Linux: "You will probably have to reinstall Linux." The computer booted up just fine, but wouldn't recognize either the keyboard or the mouse. My only option was to reinstall, and I'm glad I did because it taught me lessons that would make installing Mandrake PPC less of a headache. Don't get me wrong, Mandrake's reputation as the easiest Linux distribution to install is well deserved, which is the principal reason I waited for their PowerPC version before attempting to install Linux on my Mac.

## Preparation

Chances are, Linux will be sharing your computer with the Mac OS. In order to set this up, you will need to pre-partition your hard drive. This may involve reformatting, so make sure your drive is backed up first. Set up one partition for the Mac OS (either HFS or HFS+ format) and leave the other unformatted. Divide your disk space wisely; changing the size of the partitions later may require reformatting and reinstalling. Finally, reinstall the Mac OS (if you had to reformat) and restore your data before installing Linux.

## Installation

Following the example set by LinuxPPC, Mandrake can now be installed from a CD (previous versions required making a boot floppy). Start by loading the Installation CD; the installation instructions can be found in the “doc” folder. I recommend printing these for reference before rebooting from the CD drive (by holding down “c” upon restart). You should see:

Welcome to Mandrake Linux PPC!

followed by a prompt. Hit the Tab key and you’ll see a variety of options, including “install-text” for a text-based installation, “install-video” for a graphical installation, “install-net” for a NetBoot graphical install, and “rescue” to go into text-based rescue mode. Most Mac users like graphics, so you’ll probably want “install-video.” The installer will now run and guide you step by step through the process.

Most of the instructions are fairly straightforward, but again, don’t be surprised if it doesn’t work the first time. In my case, it took three attempts to get legible video on my monitor (the first two times, I just got jagged, multi-colored, diagonal lines). As I reinstalled, I paid close attention to the options I had previously selected, and on the third try I found the problem. I had chosen Xfree as the graphical user interface (as recommended in the instructions) the first two times. On the third try, I chose Xpmac instead, and my video problem was solved.

## Hardware Compatibility

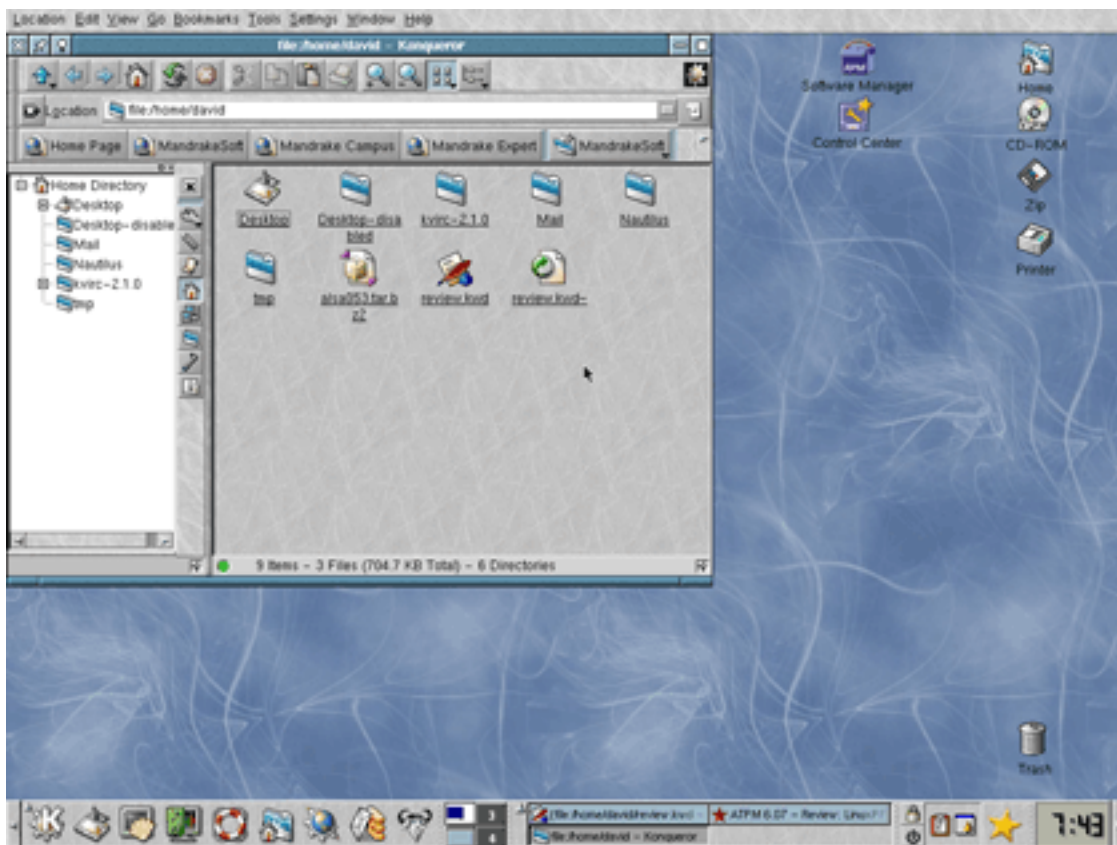
Even when Linux is running, it probably won’t run 100% smoothly. One consistent problem I’ve had with Linux is sound card recognition. On my PC, the problem was an old soundcard that needed an older driver installed. On my G3, the problem was a fairly new soundcard (a Midiman 2496). I also don’t have a Caps Lock key at the moment; again, a minor problem that I’ll get around to troubleshooting when I have the time.

## Running Linux with KDE

Your computer should now be split into Mac and Linux partitions. When you start up, you’ll hear the familiar startup chime, but then, instead of the happy Mac face, you’ll get the following options:

l for GNU/Linux  
m for Mac OS  
c for CD-ROM  
o for Open Firmware

Choose Linux. After the OS loads, you'll be presented with a login screen asking for your user name, password, and the X Window Program you'd like to run (if you had preset these choices during installation, you'll bypass this step). Let's start out with KDE.



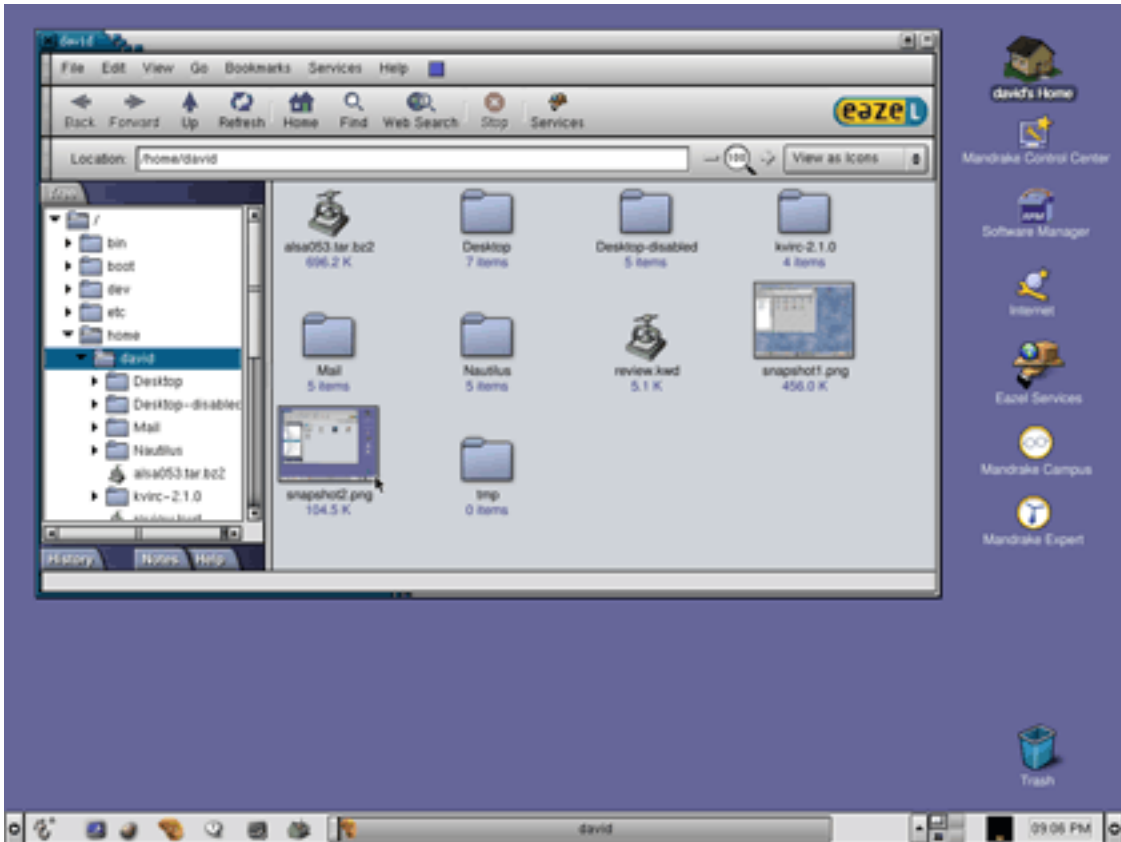
The KDE Desktop (adjusted)

Looks kind of familiar, doesn't it? Admittedly, I spent some time adjusting the settings to make them more Mac-like, and I had to move the icons to the "right" side of the screen. All these adjustments can be made within the KDE Control Center.

The open window demonstrates Konqueror, the KDE file browser. Note the combination of icon view and tree structure within the same window. You can drag and drop files from the tree to the icon window and vice versa, or you can split the icon view into multiple panels, then drag files between them. Konqueror also doubles as a lean and reasonably functional Web browser as an alternative to the feature-rich but bulky Mozilla.

At the bottom of the window is the Panel (KDE's taskbar). Again, I've made some adjustments, adding an icon for Emacs (the classic GNU text editor) and XKill (which lets you stop processes that get stuck in a loop with a click of the mouse). I've also cleared some redundant icons off the desktop (mainly Mandrake's bookmarks, which are also available in the Konqueror window and the Bookmarks menu).

KDE's greatest strength is interface consistency. As with the Mac OS, all KDE applications conform to the same basic design (and Mandrake comes with a large selection of apps). This consistency comes at a price, though, namely the once-commercial Qt Development Library. If you consider yourself an Open Source purist, then perhaps you should try GNOME.



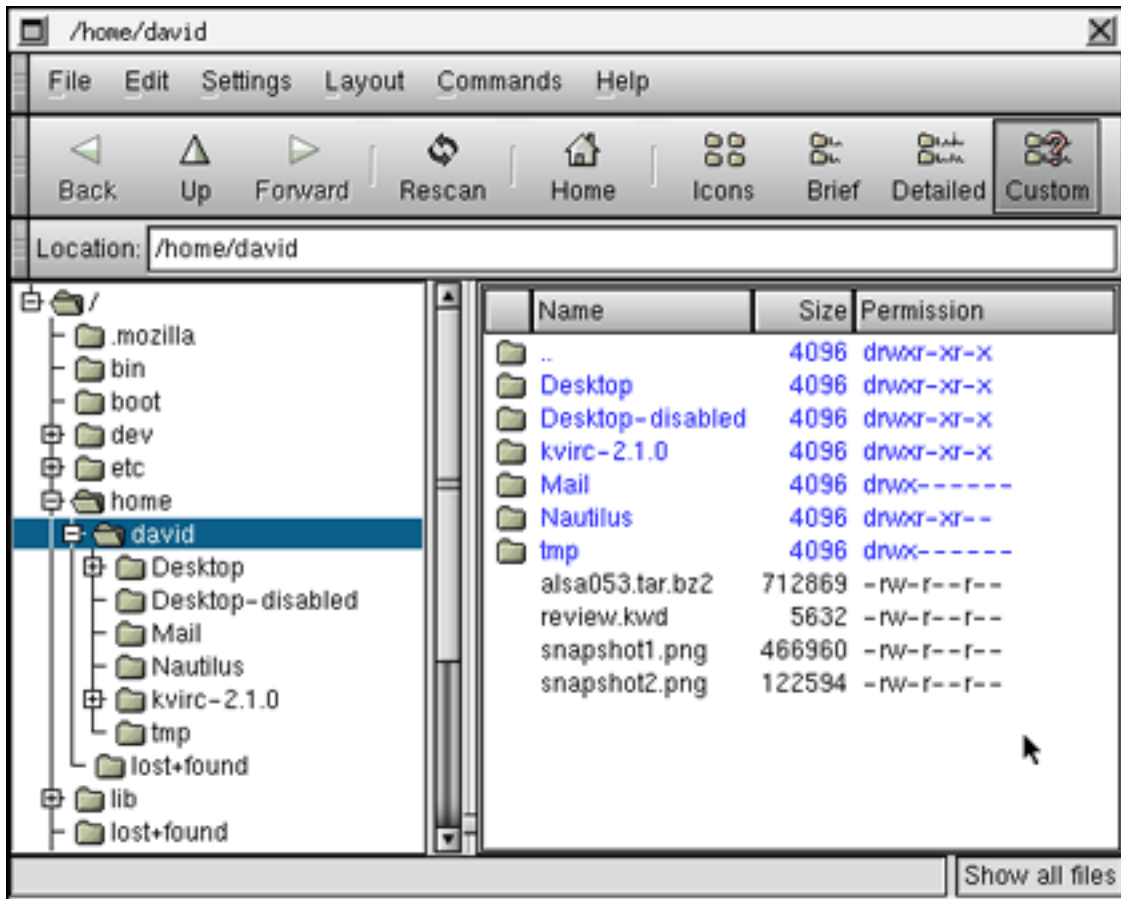
The GNOME Desktop featuring Nautilus

## A New GNOME

Those of you familiar with GNOME from its earlier incarnations in LinuxPPC, RedHat, and Mandrake 7 may now take a moment to get over the shock. It looks really different, doesn't it? Well, that's thanks to Eazel, a group of former Apple programmers from the original Macintosh project who set out to redefine the Linux desktop. Sadly, the Eazel project fell victim to last year's tech slowdown, but they left GNOME with a new file browser named Nautilus.

## Or Is It Gnautilus?

Taking over the functional yet plain GNOME File Manager, Nautilus brings a little slickness to the Linux desktop. It shares many features with Konqueror, which in turn shares many features from the older GNOME File Browser. Ultimately, it's a matter of taste, and you can bring back the simple, classic, and totally geeky GNOME look quite easily.

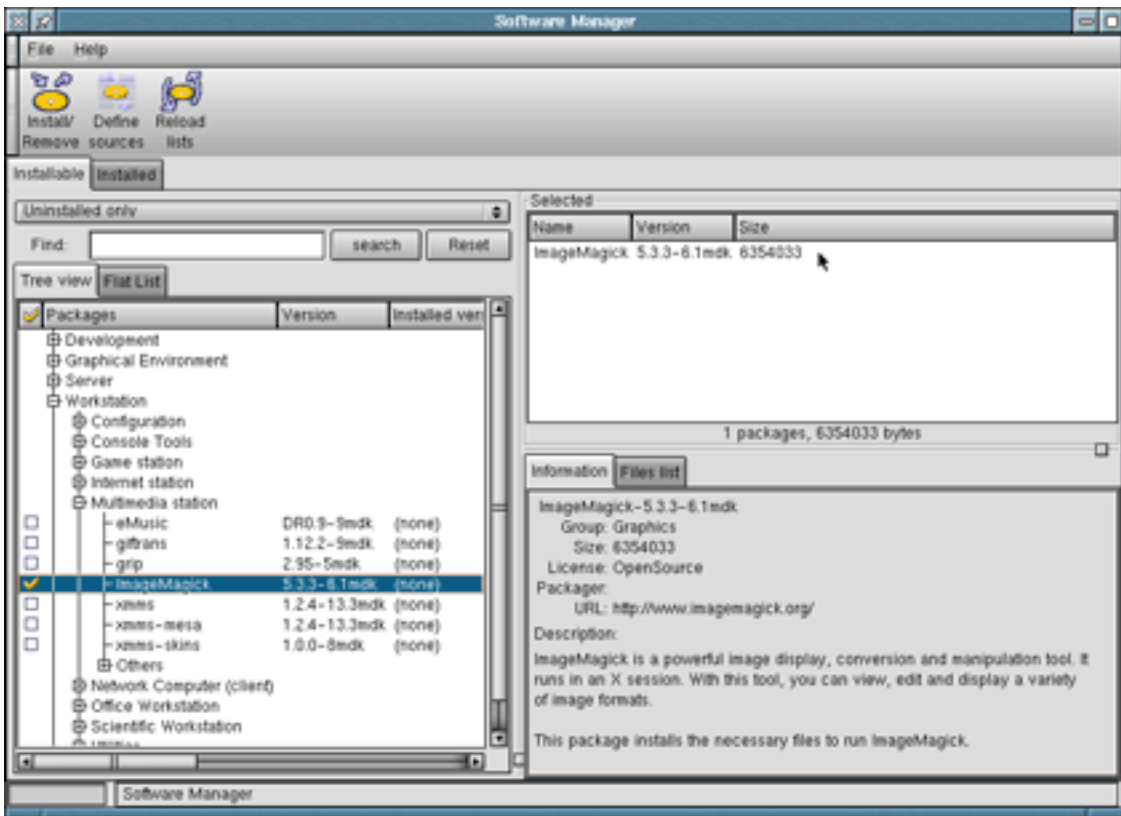


Good ol' GNOME

Therein lies the flexibility of Linux. You can use the full KDE package, the full GNOME package, or pick your favorites from each. There is nothing preventing a GNOME application from running in KDE or vice versa. And if you're feeling adventurous, you can install and try out one of the other included X-Window programs.

## Installing Software

One of the biggest improvements in Mandrake 8 is the new Software Manager (a significant update of Mandrake 7's RPMdrake). Along with KDE's Package Manager (formerly Kpackage) and GNOME's GnoRPM, Software Manager is a tool for opening RedHat Package Modules (RPMs), a one-click install method developed by RedHat that is much easier than the traditional method of unpacking tarballs (for those of you unfamiliar with Unix's tar files, let's just say that opening a tarball is about as fun as opening an actual ball of tar).

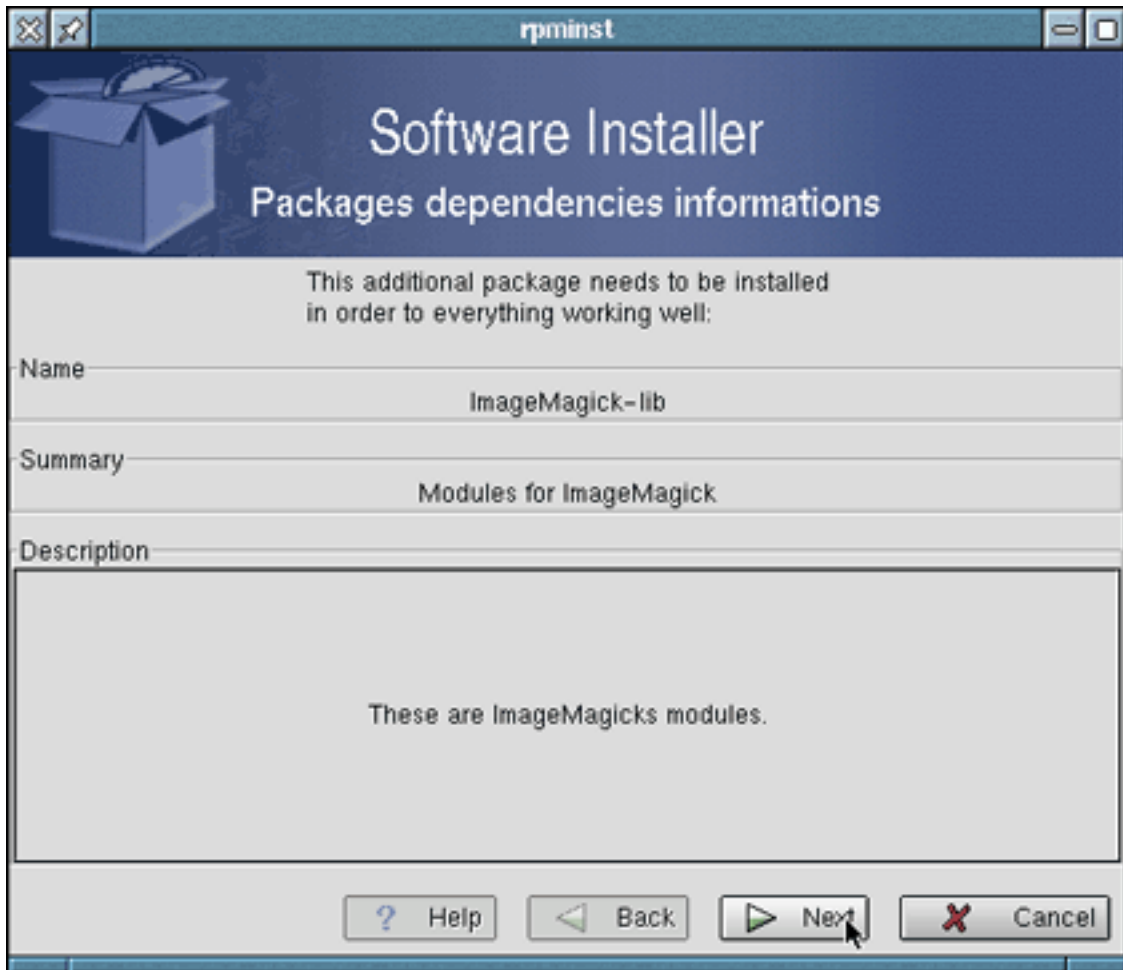


The Software Manager

You can either view packages by category (i.e. "Multimedia") or look up a specific application in a list (i.e. emacs or ssh). Once you find what you're looking for, select Install. Software Manager keeps track of which CD a package is stored on and will request it if it



isn't in the drive. Software Manager also keeps track of dependent files and will give you the opportunity to install them with one click, rather than having to look through the list of packages for them.

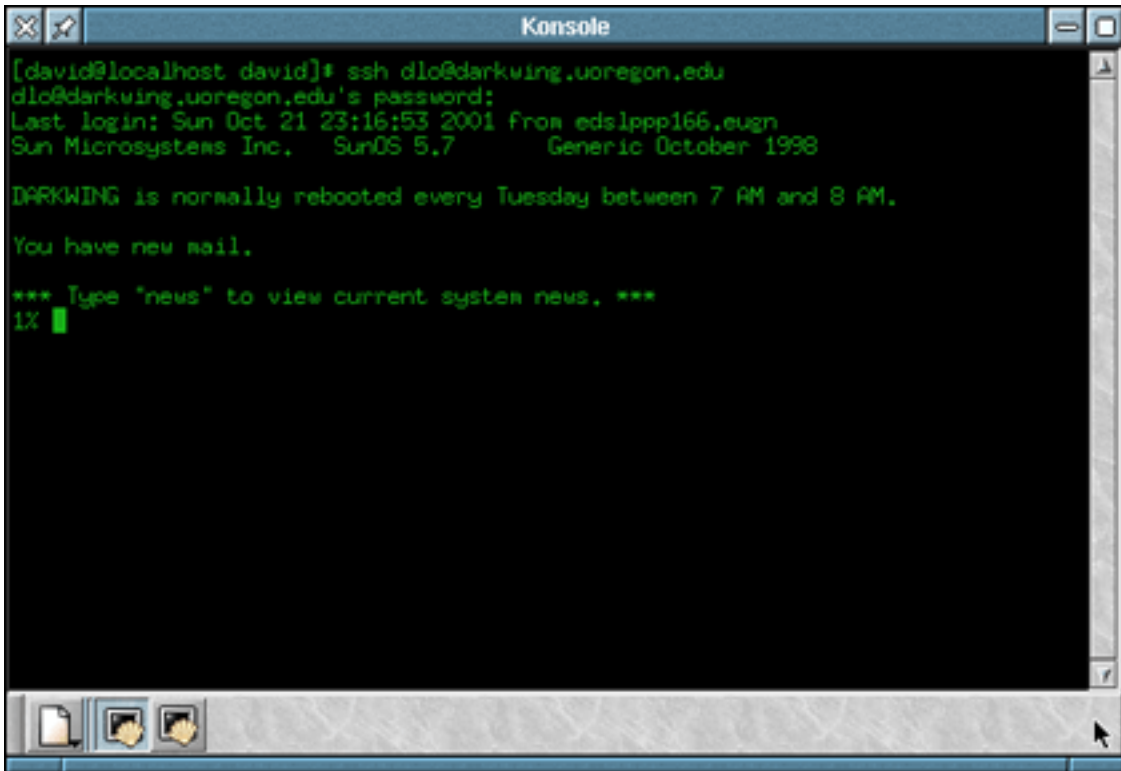


Package Dependency Alert

You can also use Software Manager to remove unwanted applications, leaving more room for the stuff you want to install.

## Terminals

What's Unix without a terminal? Maybe OS X to an iMac user, but it sure isn't Linux. There are a number of terminal emulators to choose from, each of which will bring the command line back into your GUI world.



KDE's Konsole Running Shell

Here I've launched Shell (a terminal emulator), and used a secure protocol called ssh to log remotely into my University account. Looks like I have new mail. From here I can launch a mail program (i.e. pine) and read and send mail. Or I can use a terminal to manage my files, or unpack the aforementioned tarballs (sometimes you have no other option), or run terminal-based applications, including those I might create and compile myself. (The Mandrake CDs come packed with compilers.)

In general, I prefer the ease and intuitiveness of a well-designed GUI, but there are times when a command line is indispensable. Once you learn how to use it, you'll wonder how you ever managed without it. I can guarantee that when you do run OS X, you'll spend some time in a shell there too.

## Are You Ready To Try It?

As easy as Mandrake Linux PPC is in comparison to previous versions, it's nowhere near as easy as the Mac OS. So you can't just be the kind of person who uses a computer for what it can do; you have to be into the idea of tinkering for its own sake, and you have to have the time for a hobby. If that's you, then what are you waiting for? Give Mandrake Linux PPC a go, and you might just give an old Mac a new lease on life.

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# Review: Panorama 4.01

by Gregory Tetrault, [gtetrault@atpm.com](mailto:gtetrault@atpm.com)

**Developer:** ProVue Development Corporation

**Price:** \$299 (download); \$312 (CD-ROM); \$69.95 (upgrade), various volume discounts

**Requirements:** PowerPC-based Mac with System 7.6.

**Trial:** Nagware (for databases with more than 250 records, you must click on 3–14 highlighted letters before you can save)



## Overview

Panorama 4 is a full-featured, flat file database application that always loads entire database files into application RAM. Panorama contains powerful tools for entering, organizing, manipulating, and analyzing data; for creating screen, print, and browser-based forms; for working with text, numeric, graphic, and audio files; and for automating processes with its PanTalk programming language. Panorama 4 is backwards-compatible with Panorama 3 and cross-compatible with the new Windows version of Panorama.

Panorama first appeared for the Macintosh 13 years ago. ProVue Development, a small, privately held corporation, has been creating software since 1978 and released its first database in 1983. Panorama has received numerous awards from Macintosh magazines.

## Changes from Panorama 3

Panorama 4 contains only native PowerPC code (with no residual code written for older Macintosh hardware). This supposedly improves the speed of some database operations. Panorama 4 adds a "Wizard" menu and includes 24 wizards for making a variety of tasks easier. Panorama 4 uses a "View" menu in place of the window-title popup menu for selecting datasheets, forms, crosstabulations, and other windows and views. Panorama 4 improved form editing tools and PanTalk procedure editing tools. Panorama 4 includes extensive electronic documentation but does not include a printed manual (although you can order one, see below). Panorama 4 comes with many examples and tutorials, including some in QuickTime format.

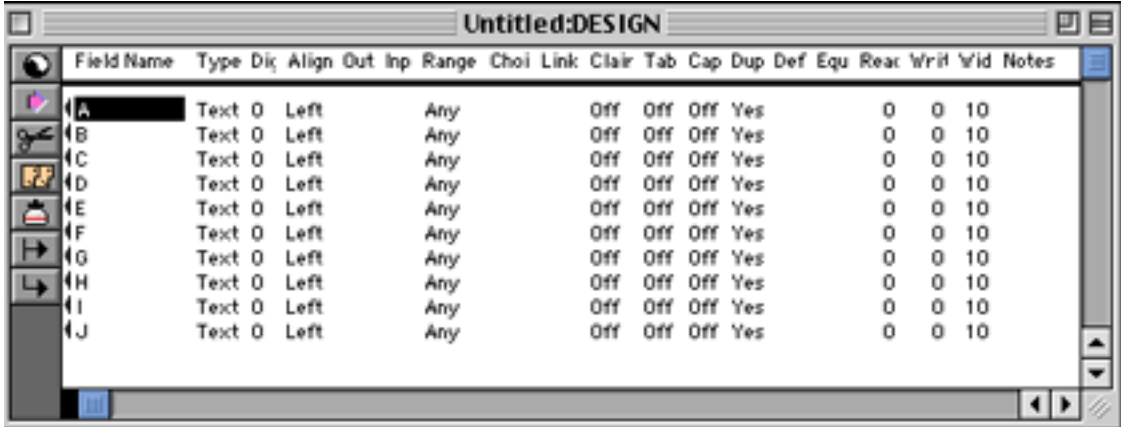
## Installation

When you launch the installer (based on Panorama itself), a window appears for selecting installation, viewing of documents, or viewing of movies. Click "Install Panorama" to show a window with installation options.

If you are running OS 9.x, the default installation location is within the "Applications (Mac OS 9)" folder. You can select a different installation location, if desired, by clicking on the small folder icon to the right of the pink "Install" button. Complete installation of all included options requires 77 MB of free hard drive space. The minimum installation of Panorama uses only 4 MB.

## Using Panorama 4

When you create a new database document, Panorama opens a blank Data Sheet containing one blank record with 10 fields labeled A-J. You can work within Data Sheet mode to add or modify fields, or you can switch to the Design Sheet to setup your database.



Field Name	Type	Dir	Align	Out	Inp	Range	Choi	Link	Clair	Tab	Cap	Dup	Def	Equ	Rear	Writ	W'id	Notes
A	Text	0	Left			Any		Off	Off	Off	Yes			0	0	10		
B	Text	0	Left			Any		Off	Off	Off	Yes			0	0	10		
C	Text	0	Left			Any		Off	Off	Off	Yes			0	0	10		
D	Text	0	Left			Any		Off	Off	Off	Yes			0	0	10		
E	Text	0	Left			Any		Off	Off	Off	Yes			0	0	10		
F	Text	0	Left			Any		Off	Off	Off	Yes			0	0	10		
G	Text	0	Left			Any		Off	Off	Off	Yes			0	0	10		
H	Text	0	Left			Any		Off	Off	Off	Yes			0	0	10		
I	Text	0	Left			Any		Off	Off	Off	Yes			0	0	10		
J	Text	0	Left			Any		Off	Off	Off	Yes			0	0	10		

A New Design Sheet

Panorama comes with numerous database examples, so you may find it easier to use or modify one of them.

The screenshot shows a software window titled "Membership:Fields". The window contains a form with the following fields and values:

Member #				
Expires	10/01/02	+1 Year	+2 Years	+3 Years
Category	Regular			
Name	John Doe			
Address	1234 56th Avenue			
	New York	NY	10010	
Country				
Phone				
E-Mail				
Notes/Log	<div style="border: 1px solid gray; height: 40px;"></div>			

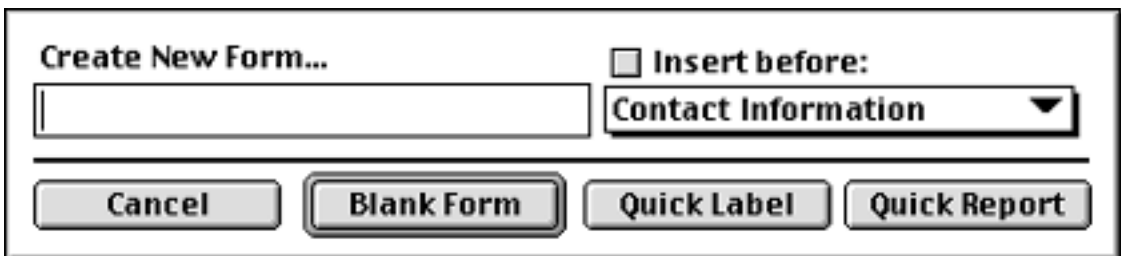
Example Database

Panorama 4 also includes a menu of Wizards, including a “New Database Wizard” that can guide you through setting up a new database and importing data from a text file.



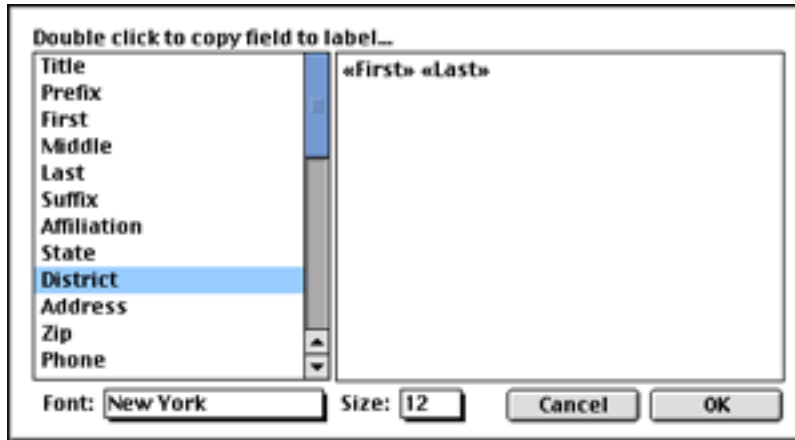
New Database Wizard

Panorama, like other database applications, uses forms to create display screens, data entry windows, printed reports, etc. You create a form by choosing “New Form...” from Panorama’s View menu. You type a name for the form in the dialog box, and select a blank form or the “Quick Label” or “Quick Form” options.



New Form dialog box showing Quick Label and Quick Form options

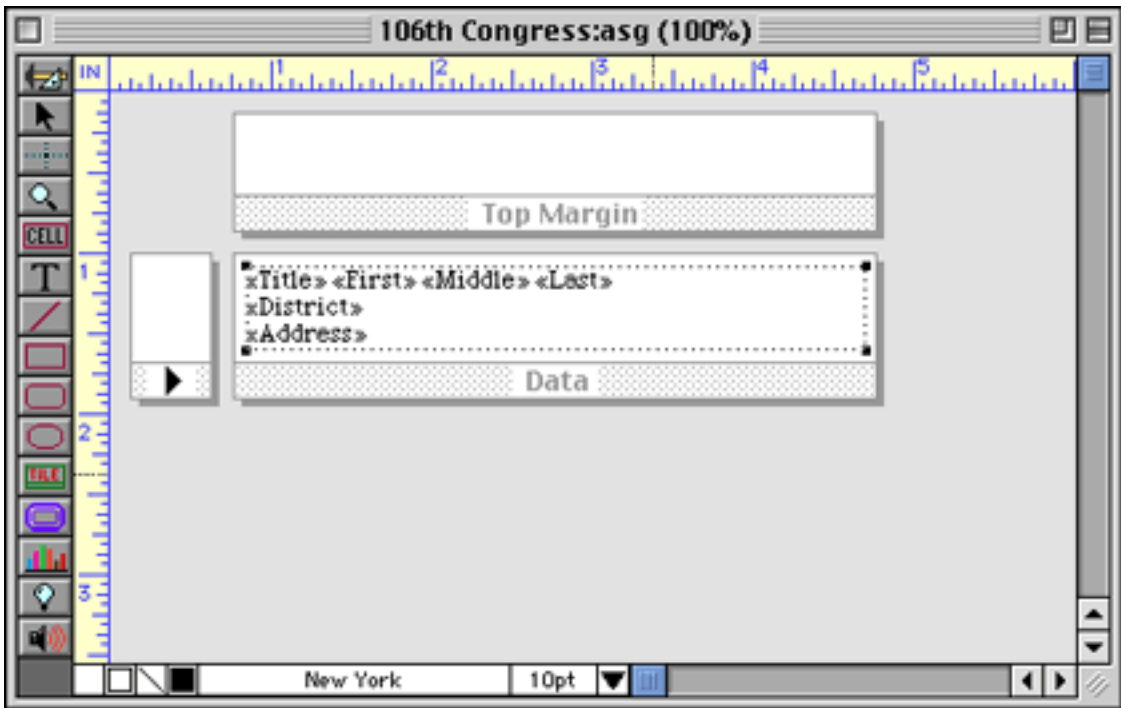
“Quick Label” brings up a setup window titled “Quick Label Size & Spacing....” You choose the label type from the popup menu (26 Avery label types are listed), and make fine adjustments to the border and label separation measurements. Another dialog box appears after clicking the OK button. Here you select fields for the label, choose their fonts, and position them.



Dialog box for laying-out fields for labels



After clicking OK, you reach the form window.



Form window showing label

A similar series of events can be used to setup screen or print forms using "Quick Form."

The Form window has two modes: graphic design and data access. You toggle between modes by clicking the topmost button of the toolbar along the left side of the form. Changing modes changes the menu choices and toolbar buttons. The toolbar contains buttons for adding tiles (header, footer, margin, data, report, etc.), cells, text objects, geometric shapes and backgrounds, buttons, pictures, etc.

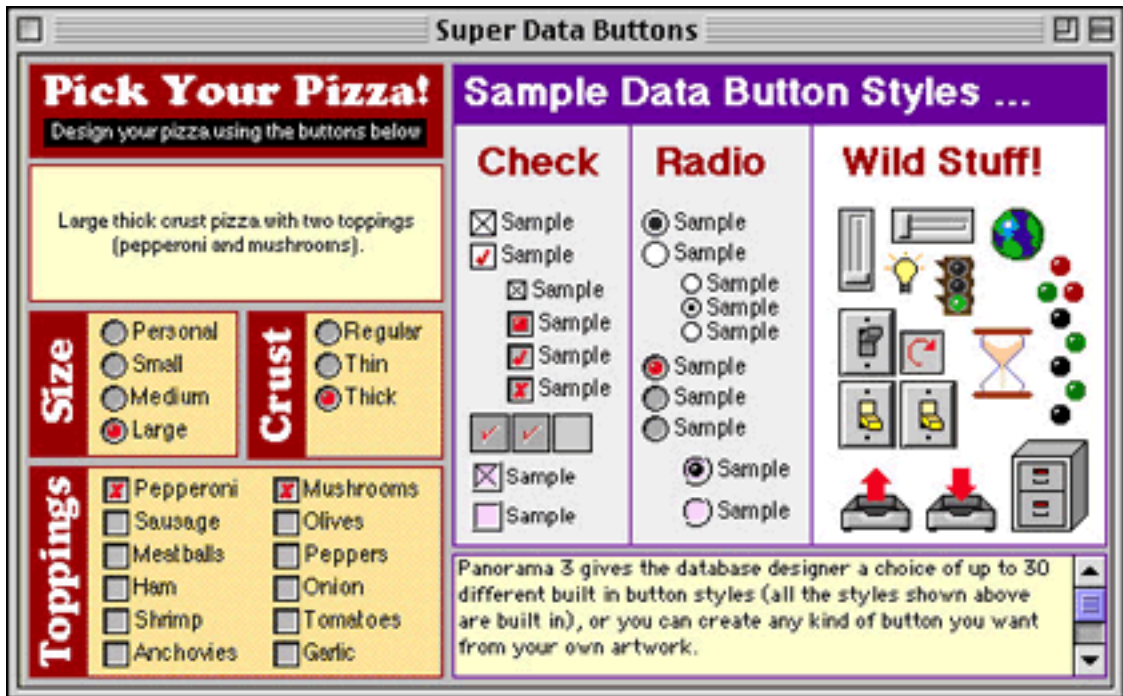
Panorama uses a combination of regular objects and SuperObjects. The latter are plug-ins accessed by clicking the blue buttons on the toolbar. SuperObjects are used to create formula-based text fields, radio and checkbox buttons, clickable list fields, popup graphics or audio, scroll bars, and “word processor” objects.



Calendar Form

In graphic design mode, the Arrange menu has options and tools to help with form layout and design. This includes commands for arranging stacking order of objects, grouping, locking, aligning, resizing, and setting size attributes (including whether or not fields can shrink or expand dynamically based on their content). The Text menu lets you select formatting options for text fields, labels, captions, and buttons. The Graphics menu has

options for setting line thickness, pattern, and color; and fill pattern and color. These options work as expected on most objects; text objects and SuperObjects behave differently (and somewhat strangely).



Pizza ordering "form" in Panorama

Panorama, with its SuperObjects plug-ins, lets you create complex, attractive, and incredibly versatile forms. The calendar, pizza ordering, and task timer show some of you can do with Panorama's screen forms.



Task timer "form" in Panorama

Panorama's printed forms are just as powerful and versatile. In addition to printing labels, record lists, and simple forms like invoices and billing statements, Panorama lets you use powerful grouping and summary options to prepare complex reports.

The dialog box is titled "Report preparation options" and contains the following sections and controls:

- Page Header:** Three buttons labeled "1st Page Header", "Center", and "Right".
- Header:** Three buttons labeled "Header", "Center", and "Right".
- Table Header:** A single wide button labeled "Table Header".
- Group Header:** A button labeled "Group Header" followed by seven numbered buttons (2, 3, 4, 5, 6, 7).
- Group Sidebar:** A button labeled "Group Sidebar" followed by seven numbered buttons (2, 3, 4, 5, 6, 7).
- Data:** A button labeled "Data" followed by an ellipsis button "...", and then eight numbered buttons (2, 3, 4, 5, 6, 7, 8, 9).
- Summary:** A button labeled "Summary" followed by seven numbered buttons (2, 3, 4, 5, 6, 7).
- Table Footer:** A single wide button labeled "Table Footer".
- Footer:** Three buttons labeled "Footer", "Center", and "Right".
- Margins:** Three buttons labeled "T Margin", "L Margin", and "R Margin".
- Other:** Two buttons labeled "BackDrop" and "Spacer".
- Cancel:** A large button at the bottom labeled "Cancel".

Report preparation options

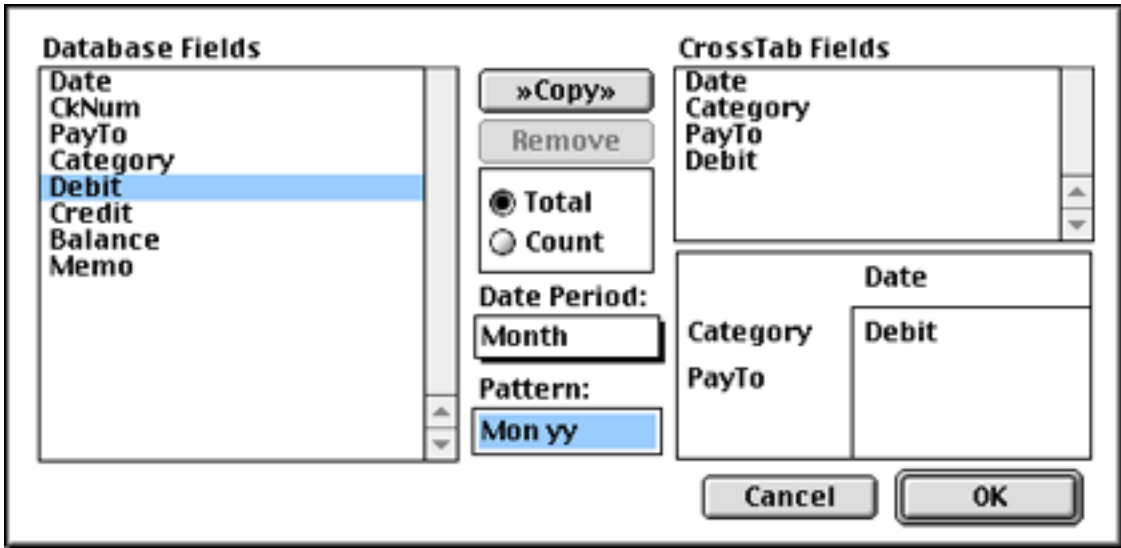


Designing a report with Group and Summary sections

<b>FLORIDA</b>	<b>Naples</b> Mark Lauing, Sherman-Davis
	<b>Tallahassee</b> Robin Knight, Fico Appliance Service
	<b>Tampa</b> Ralph Webster, Nordhoff Aviation
<b>GEORGIA</b>	<b>Marietta</b> Kay Desia, Industrial Development Board
<b>ILLINOIS</b>	<b>Chicago</b> Anthony Campbell, Drake Inc.
	Russ Malone, Northridge Bakeries

A section of the resulting report

Crosstabulations are easier to set up on Panorama than on any other Macintosh application I have used. Crosstabs are set up and viewed in a unique window. You can select multiple levels of crosstabulation with nested results.



Crosstabulation setup window

CheckbookXTABS:Spending by Month				
xtab	Jan 99	Feb 99	Mar 99	Apr 99
IRS				332.33
IRS			728.53	
IRS			280.45	
State Board Of Ec	549.00			402.00
<b>+Taxes</b>	<b>549.00</b>	<b>0.00</b>	<b>2,008.98</b>	<b>734.33</b>
A T & T			19.51	
AT&T		65.03		
Cable & Wireless		171.92	198.12	117.98
G T E		234.27	401.68	
MCI				
Metagram				
Pacific Bell		34.54	48.91	
PacTel Cellular	141.09	197.10	295.42	187.58
Sprint		16.66	21.06	
U S Sprint				
U S Sprint			42.31	
US Sprint		17.14		
<b>+Telephone</b>	<b>141.09</b>	<b>736.66</b>	<b>1,027.01</b>	<b>305.56</b>
City Of Caboose		94.42	77.71	
S C E		172.03	89.46	
So. Calif. Gas Co.		136.33	217.32	
<b>+Utilities</b>	<b>0.00</b>	<b>402.78</b>	<b>384.49</b>	<b>0.00</b>
<b>+TOTAL</b>	<b>26,575.21</b>	<b>23,573.26</b>	<b>39,011.30</b>	<b>5,852.73</b>

152 visible/152 total

Crosstabulation display window from setup above

Procedures are written in Panorama's unique programming language, PanTalk. Procedures can be created by recording steps or by writing PanTalk scripts. Like crosstabs, procedures are viewed and edited in a unique window. Procedures are activated in one of four ways: the Action menu, a form button, automatically at startup or when a certain window opens, or when called from another procedure or from an AppleScript.

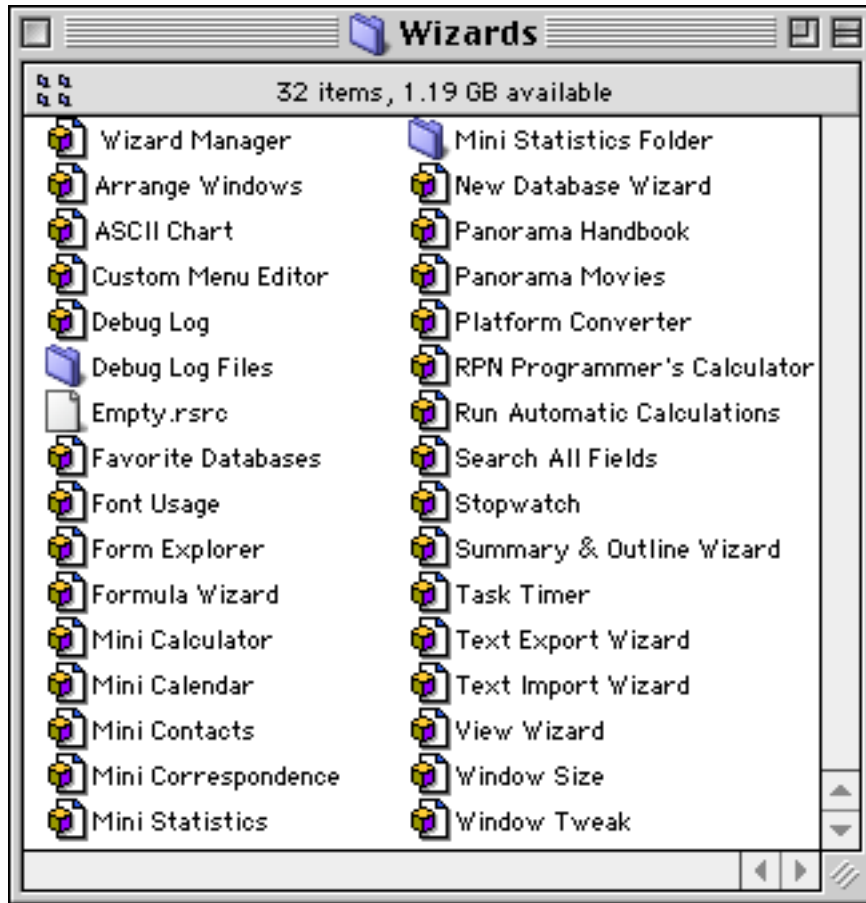
Recording works well for simple macros. More complex procedures require knowledge of the PanTalk language (which resembles Pascal). Extensive automation within your database is possible using PanTalk alone. By combining PanTalk with AppleScript, multi-application automation is possible. For example, I have used PanTalk to trigger an AppleScript that opens a mainframe text file, cleans it up with BBEdit, saves it, then turns



control back over to Panorama for appending data, performing calculations and lookups, preparing and printing reports, and exporting data for input into a group of Excel worksheets and charts (that are opened by another AppleScript called by PanTalk).

## Wizards

Panorama 4 includes numerous pre-built wizards.



Finder view of Panorama 4's wizards

I arbitrarily classified them using five categories:

- Programming Assistance: ASCII chart, Custom Menu Editor, Debug Log, Font Usage, Form Explorer, Platform Converter, RPN Programmer's Calculator.
- Window Assistance: Arrange Windows, View Wizard, Window Size, Window Tweak.

- Data Manipulation: Formula Wizard, New Database Wizard, Search All Fields, Summary & Outline Wizard, Text Export Wizard, Text Import Wizard.
- File Assistance: Wizard Manager, Favorite Databases, Panorama Handbook, Panorama Movies.
- Special Functions: Mini Calculator, Mini Calendar, Mini Contacts, Mini Correspondence, Mini Statistics, Stopwatch, Task Timer.

You can use the wizards as is, or you can use modify them to suit your needs. You can also gain knowledge of how to use some of Panorama's more powerful features by examining the layouts, design, and PanTalk code of the wizards.

## Security

Panorama can implement many levels of security that control access to a document, to fields, to form and custom menu editing, etc. Each field can have up to 256 levels of security for reading or writing data, allowing you to customize which groups of users have access to which data fields. For example, user level 10 might have read access to all data fields but write access to a limited subset. Security options are not well-described in the documentation included with Panorama. ProVue Development sells a 40 page soft cover manual, "Panorama 3 Database Security Supplement," for \$5.00. I believe that Panorama should include a PDF version of this manual with the application.

## Database Distribution

You can freely distribute databases to other users of Panorama, but that could get expensive in a large corporation. ProVue Development offers Panorama Direct, a scaled-down application that can open databases and add or modify records but cannot create databases. Panorama Direct costs only \$55 per copy if bought as a 50-pack. For less expensive distribution of databases, you can incorporate a run-time engine into a database (or group of related databases). Fees vary based on usage and complexity of the databases. The shareware distribution runtime engine only costs \$25 per database.

## Speed Comparisons

Years ago when Macintosh computers were based on Motorola 680x0 chips, Panorama was the undisputed speed champ of flat file databases. Now, however, this is not true. I compared Panorama 4 to Panorama 3.1.5, FileMaker Pro 4, and Excel 9.0.1 (from Microsoft Office 2001). ProVue Development claims improved speeds over version 3, so I expected fast results. Panorama 4 proved disappointing.

My initial test file was a medium-sized database of 22 fields with 21,668 records. The first test was speed of importing the tab-delimited text file using default options. I performed crosstabulations by day (there were 22 days) and by a field containing 1 of 5 categories. The lookup test used the same database and used a 5-character code to look up a client name from a second database with 777 names (and the same 5 character codes). Next, I performed two sorting speed tests. The first test database was a larger version (65,535 records) of my 22-field data set. The second test database contained nearly 280,000 records.

The results appear below (all times are in seconds):

<b>Speed Test</b>	<b>Panorama 4</b>	<b>Panorama 3</b>	<b>FileMaker Pro 4</b>	<b>Excel 9</b>
<b>Import Text</b>	<b>2</b>	<b>2</b>	23	12
<b>Crosstab</b>	17	14	n/a	<b>1</b>
<b>Lookup</b>	23	42	6	<b>4</b>
<b>Sort 65,000</b>	11	<b>6</b>	18	9
<b>Sort 280,000</b>	53	<b>26</b>	174	n/a

Panorama was remarkably faster than FileMaker Pro and Excel at importing text files. FileMaker Pro does not perform crosstabulations and couldn't be tested. Panorama 4 was slightly slower than Panorama 3. Both were blown away by Excel's lightning fast crosstab speed. Panorama 4 fared better than 3 in the lookup test, but again lagged far behind FileMaker Pro (which used a true relational linkage rather than a lookup) and Excel. In both sorting tests, Panorama 3 won the speed tests. It was nearly twice as fast as

Panorama 4. Excel did slightly better than Panorama 4 in the first test, but 65,535 is the maximum number of rows in an Excel file. FileMaker Pro 4 lagged far behind Panorama, especially with the large database.

### Speed Comparisons Bottom Line

Panorama 4 has better lookup speed but slightly slower crosstabulation speed and much slower sorting speed than Panorama 3 (despite ProVue Development's claims to the contrary). With databases containing up to 65,536 records, Excel 9 performs lightning fast crosstabulations, fast lookups, and moderately fast sorts. Clearly, even though Panorama has the advantage of being a dedicated database with contents held entirely in RAM, its crosstabulation and lookup algorithms do not perform as well as Excel's. In addition, version 4 has substantially longer sorting times compared to version 3.1.5. Panorama's RAM-held database model gives it a big advantage over FileMaker Pro when sorting.

### File Size Comparisons

Panorama has always worked with the entire database in RAM, so its developers created space-saving algorithms. Panorama files are typically much smaller than other databases. (Note that Panorama 3 and 4 use identical formats.) Here are file sizes in megabytes.

Test File	Text	Panorama	FileMaker Pro 4	Excel 9
<b>21,668 Records</b>	<b>1.9</b>	2.0	2.5	4.4
<b>65,535 Records</b>	4.1	<b>4.4</b>	5.8	13.4
<b>280,000 Records</b>	18.5	<b>17.4</b>	32.8	n/a

Panorama databases can be smaller than corresponding text files, especially if there is repetitive information such as long category names. Panorama will assign codes to the repetitive information and save space and memory. FileMaker Pro files were 25% larger than Panorama with less than 66,000 records, but nearly twice as large with the 280,000 record file. Excel creates large files: 2.2 times larger than Panorama with less than 22,000 records and 3 times larger with 66,000 records.

## Problems, Bugs, and Omissions

Text objects in forms cannot have borders. This omission is quite strange and requires you to place text objects within rectangles if you wish to put a border around the text. Editing text/rectangle combinations has always been a pain in Panorama.

Text Display SuperObjects can have borders and fill patterns, but the borders don't respond to changes in line thickness, line pattern, or fill pattern. Borders are always 1 pixel thick. Fill color affects text and border color, but doesn't change the background color. (In Text objects, fill color affects the background color.)

I encountered minor screen redrawing problems when opening and moving or closing database windows in front of existing Panorama windows. The new windows would leave fine dotted lines outlining their previous positions. This could be fixed by doing anything that redraws the window (such as minimizing and then expanding it).

The page up, page down, home, and end keys do not work with the vertical scroll bars in text display SuperObjects.

You cannot set a default size or position for Data Sheet or Design Sheet windows in new database documents. However, if you adjust the window size and position, you can have Panorama remember it by checking the "Save window positions" option in the Save dialog box.

## Documentation

The Panorama Handbook is a 1,796-page Adobe Acrobat PDF file. You can also purchase a printed copy of this handbook (loose-leaf, 3 hole punched, 8.5" by 11" sheets) for \$84.95. The PDF file is far too large for Acrobat to handle comfortably using normal techniques. Using the "Find" command, it took over 9 minutes to search through the entire PDF file. Acrobat also required 30 seconds to quit when the Panorama Handbook was displayed. (Note: Increasing Adobe Acrobat's application RAM from 16 to 54 MB did not improve these speeds.) To avoid the slow "Find" problem, you must use Acrobat's "Query" command (Edit>Search>Query... or Command-shift-F). Queries proceed rapidly because of the presence of an index file. Unfortunately, the handbook itself has no user-viewable index. This lessens the value of the printed version of the handbook.

The Panorama Reference PDF file is a 916-page alphabetical listing of all PanTalk functions and statements. This document describes how to use each function or statement within macros and PanTalk procedures. ProVue Development does not offer a printed version of this manual. However, the Panorama 3 Real World Programming Guide (200 pages, soft cover) contains much of the information in the Panorama Reference manual. It can be purchased for \$34.95. For some strange reason, when referring to the Panorama Reference file, the Panorama Handbook always adds 5000 to the page numbers.

Panorama 4 retains the nearly useless “Panorama Online Help” file (accessed by selecting “Help...” from the top of the Apple menu). This help file is an awkwardly designed Panorama database listing all menu commands. It was created in 1990 and hasn’t been updated since 1999.

## Technical Support

ProVue offers telephone, fax, and e-mail support at no charge (except a long distance call charge from your phone company). The hours for live telephone support are quite limited. However, I always received excellent technical support from ProVue Development. Support staff responded promptly and they were very knowledgeable. When a bug was suspected, the support staff and programmers would troubleshoot databases sent to them via e-mail or mailed disk.

## Strengths

- Flexible and powerful cross-platform database.
- Can achieve relational database functionality via lookups.
- Routine database operations and form design tasks are easily learned.
- Can automate processes within Panorama which can call on or be controlled by AppleScript.
- Can progress to client/server database setups with additional tools from ProVue Development.
- Good technical support.

## Weaknesses

- No useful contextual help system (even Microsoft Access has this).
- Database must be small enough to fit into available application RAM.

- Cannot pass parameters to AppleScript.
- No concise, indexed, printed handbook.
- Many operations slow compared with other applications.
- No support for Navigation Services.
- No driver to work with ODBC-compliant databases.
- No Mac OS X support.

## Alternatives

FileMaker Pro dominates the full-featured database market for the Macintosh, and it has a substantial following among Windows users. FileMaker Pro has much of the functionality of Panorama (but no crosstabulations), has relational database capabilities, has support for ODBC, integrates tightly with Microsoft Office applications (it can read native Excel files), and features rapid Web publishing to allow browser access to database forms. FileMaker Pro 5.5 lists for \$249 individual use. Developer and server versions also are available for \$499 and \$999, respectively.

## Summary

Panorama 4 offers numerous improvements over previous versions such as cross-platform compatibility, dozens of helpful wizards, better form editing tools, and more extensive documentation and tutorials. Panorama works for nearly any level of database user, from novices to developers of large databases. However, Panorama has lost some of its ease-of-use advantages over FileMaker Pro (which has better integration with Excel, Word, and Web browsers). New users who need a database application may do better with FileMaker Pro, which has 65 times as many users as Panorama. There are many free and shareware templates available for FileMaker Pro that can save you substantial development time. However, for this review I used FileMaker Pro 4 and the trial version of 5.5. FileMaker Pro uses a much different approach to creating and modifying databases and forms. I find FileMaker Pro less intuitive, and I greatly prefer Panorama.

Owners of earlier versions of Panorama may want to upgrade to take advantage of cross-platform compatibility, improved form editing and debugging tools, and the Wizards. However, if you are comfortable with Panorama 3.x and do not need Windows compatibility, then there is no compelling reason to upgrade now.

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# Review: PocketType

by Eric Blair, [eblair@atpm.com](mailto:eblair@atpm.com)

**Developer:** [Kensington](#)

**Price:** \$49.99 (list)

**Requirements:** Handspring Visor, Visor Deluxe, Visor Platinum, Visor Neo, or Visor Pro

**Trial:** none



A few years ago, I [reviewed](#) the Landware GoType!. At the time, it was one of the only keyboards available for any of the Palm handhelds. Since then, a lot has changed. There are now numerous choices in Palm handhelds and almost as many choices in Palm keyboards.

One of the newest devices in this now crowded field is the Kensington PocketType. This keyboard is designed to work with the original Visor, the Visor Deluxe, the Visor Platinum, the Visor Neo, and the Visor Pro. Since it connects via the HotSync port, it is incompatible with the Visor Edge. However, connecting through the HotSync port means you are free to plug something like a modem into the Springboard slot.



## Layout

Unlike the GoType!, the PocketType does not emulate a full-sized keyboard. Instead, it is a 36-key QWERTY keyboard, like those found on the Research in Motion [Blackberry](#) and the upcoming Handspring [Treo 180](#). With the smaller number of keys, the PocketType measures 5.5" x 1.5" x 7.0" and weighs 0.4 lbs.

The 26 letters of the alphabet are laid out in the standard QWERTY style, albeit much smaller. The bottom row of the keyboard contains a Shift button, a Control button, the spacebar, and two arrows for moving left and right.

In the next row up, there are two keys with large blue dots, one at each end of the row. Pressing one of these buttons lets you type the numbers and special characters printed at the top of almost every key. Although this is probably the only way to fit so many characters onto such a small area, it is somewhat annoying to type a key combination every time I want a period or a comma.

The next interesting thing about the keyboard layout is the placement of the Return and Delete keys. Return is located to the right of the left bluedot key. Delete is to the right of the L key. On a full-sized keyboard, Return is to right of the L key (directly right of the single/double quote key) and delete is at the end of the top row. There have been numerous times when I've hit the Delete key when I wanted to start a new paragraph and the P button when I wanted to delete something. "Mp." is still seen in my documents from time to time—I'll type Shift-M instead of bluedot-M for a period, press P when trying to delete, then correctly type the period. The layout definitely takes some getting used to.

On the right side of the keyboard, there is a scroll wheel. On screens with a cursor, the scroll wheel is supposed to move the cursor up a line. On screens lacking a cursor, it's supposed to move to the next page. The scroll wheel is fairly important, since PocketType has no up or down arrows. Unfortunately, it doesn't always work as advertised. In the FastWriter application, by iambic, it does nothing. Scrolling to a distant line in a document usually means reaching for the stylus.

The final visible feature of the PocketType is the New key at the top of the keyboard. Pressing this button creates a new document in whichever application you are running. According to the instructions, it only works when there is a New button on-screen, but I've had it work from other points in applications as well.

## Software

Hardware add-ons are typically useless without some sort of software controlling them. The PocketType is no exception. It uses version 1.0 of PocketType. This application lets you control four very basic options for the PocketType. First, you can turn the keyboard off and on. Second, you have the Visor beep whenever you type a character. Third, you can choose whether or not to use auto correct. Finally, you can choose whether or not to display visual indicators for the bluedot and the Control keys. Unlike the Shift indicator, which is typically in the lower right of the screen, the PocketType indicators are in the top left-hand corner.

The Auto Correct feature is similar to the Microsoft Word feature of the same name. Enter a common mistake (like teh instead of the) or an abbreviation (mon for Monday) into the Auto Correct list. Whenever you type something from the Auto Correct list into a window, it is replaced with the specified text. Most of the time this works well, but sometimes it doesn't. Sometimes, you actually want the uncorrected text left in the document. For instance, most of the time, I'd like to have my initials automatically replaced with my full name. However, there are times that I would like just my initials. Word gets around this by letting you undo the correction. This doesn't work with the PocketType—once the text is corrected, the original text is gone. Also, the Palm OS has a built-in Shortcut feature. This is similar to Auto Correct, except you need to enter the shortcut character before typing the shortcut. It would be nice if the PocketType Auto Correct feature could be integrated with the shortcuts.

From using the PocketType, it is clear that this is a brand new product and the drivers are clearly version 1.0. Although I've not run across any problems with the built-in Visor software, like the memo pad and the address book, there have been issues with third-party software.

As I did for the Gotype! review, I tried to write this entire review using the PocketType. I tried using two different word processor applications to get this done. The first was Landware's TakeNote! TakeNote! worked fairly well, recognizing the scroll wheel and taking advantage of the Auto Correct feature. Unfortunately, there were problems with the program remembering the insertion point. When I pressed the Delete key, the cursor would jump backwards before deleting a character—there was no way to tell where it would end up. Also, this cursor jumping was occasionally seen when using the arrow keys.

After getting fed up with the combination of TakeNote! and the PocketType, I decided to try the aforementioned FastWriter. The troubles I had with TakeNote! were gone, but there was the issue of the scroll wheel not working. Also, none of my Auto Correct entries were recognized and replaced. Finally, the cursor had a tendency to get stuck and the keystrokes were not recognized—I could tell because I had the Visor set to beep on each character and there was no sound coming from the speaker. Also, FastWriter kept changing the text styles on me. I have not used either of these applications without the PocketType, but I cannot believe that either application would have shipped if it contained such obvious bugs when used in any configuration.

When I started this review, I knew I could not write the entire thing on the PocketType. For instance, the keyboard lacks characters like <, >, and \_, which we use to denote links while typing articles. After dealing with the 3K size limit of Memo Pad, the frustrations of [TakeNote!](#) and [FastWriter](#), and a slight pain in my thumbs from the small keys, I decided to complete the review on my Mac.

I understand that there are a lot of third-party applications out there and that it would be near impossible to test every one with PocketType. However, if Kensington wants this product to be useful for anything more than small-text entry, it needs to test it with some sort of word processing application. Maybe it should just choose one application, bundle it with the driver, and say, “This product works with the PocketType.”

## Conclusion

The PocketType is a difficult piece of hardware to judge. On the one hand, it says it works with certain Visors and it easily accomplishes that. It works as advertised with the standard Visor applications. The problems start when you bring in non-standard applications. However, when I plug a keyboard into my computer, I expect it to work with every application I own, not just the ones that shipped with the OS. I expect the same from any keyboard that I plug into my Visor. The PocketType clearly shows promise, but it still has a long way to go.

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# Review: Q\*bert

by Paul Fatula, [pfatula@atpm.com](mailto:pfatula@atpm.com)

Developer: [MacSoft](#)

Price: \$19.99

Requirements: G3-based Mac, Mac OS 8.6

Trial: none



The latest (and I believe, last) in a series of revamped Atari classics to be brought out by MacSoft, Q\*bert Q\*ualifies as a Q\*ute game that is Q\*uite entertaining and even Q\*ind of addictive. All right, relax, I won't be writing the whole review like that. But I could if I wanted to.



This is Q\*bert. All screenshots taken with a Sony DSC-P1; Q\*bert is not compatible with Snapz Pro.

Just in case you slept through the eighties, here's a quick description of the game. You, my friend, are Q\*bert, a creature with two eyes, a large nose, two feet, and, well, nothing else. And to top things off, you're orange. You must jump from square to square,

changing the color of each as you go along, until all the squares on the board have changed color. When you're done with that, you get to do it all over again, same concept, but made slightly more difficult by the increased presence and speed of your enemies, Coily the snake and company, who try to take away your lives (of which you begin with an ample supply) by landing on you, or getting you to land on them.

## Systems Compatibility

The game does not run natively in OS X, but it can run in Classic mode. That said, I sometimes found performance considerably worse than in 9.x: the first time I started the game, there was a noticeable lag between pressing a key and Q\*bert jumping where I told him to. (Quitting and restarting Q\*bert seemed to fix the problem, though interestingly, when I started it back up, the game skipped directly to the game select menu, and without changing the screen resolution.) Also, the game failed to return my Mac to its proper resolution when I was finished playing. So if you usually boot in OS X, you should probably expect to encounter some bugs in the game.

## Interface and Features

When you start up the game, you are forced to sit through some seventy-five seconds worth of animations, advertising mostly the companies that worked on the game. Through sheer frustration (read: random pounding on the keyboard), I found that hitting Escape breaks you out of this and gets you to the screen for selecting a game. This Escape key trick doesn't seem to be mentioned in the manual, but I'm glad it's there. When I want to play a game, I want to play a game, not watch commercials.

The only thing missing is a joystick. The game allows you to use a gamepad, but there's no mouse option, so I'm not sure if a joystick would work or not. Keyboard controls are the number pad keys, which can kind of suck for PowerBook users. The second player of a two-player game also uses the keyboard, but you can't manually select which keys to use for each motion: there are a few preset options you can switch among, and that's it.

The game keeps track of your high scores, but just like at the arcade, there are already some high scores in the system that you'll have to beat before you'll get a change to have your initials up in lights. Thankfully, you enter your initials from the keyboard: I've seen

some revamped arcade classics that take realism a little too far, making you use up- and down-arrows to select each letter you want to enter. This is a small detail, but hey, it's nice to see small details done right.

## Modes of Play

MacSoft's implementation of Q\*bert comes in three flavors: Classic, Adventure, and Head-to-Head. I was very happy to see a classic version here, which plays, as best I can recall, just like the original, complete with very pixellated graphics and brilliantly replicated Atari-era bad sound effects (bad in a good sense, and the same for my pixellated comment...MacSoft's Q\*bert looks exactly like it *should* look, and that's a good thing.). Movement is in one of four directions, with Q\*bert occasionally performing a flip as he jumps, just because, well, why not? Not only is this nice for nostalgia-seekers, but it means that when you buy the game, what you get will be a good deal like what you expect to get...which was decidedly not the case with MacSoft's [remake of Pong](#)



The Classic Game

The Adventure version of Q\*bert is actually quite similar to Classic, while being, I have to admit, a little more interesting... and without sacrificing any of the things that make Q\*bert fun in the first place. For one thing, it has a plot: not as extensive as the stories



found in my old Atari game manuals, but Q\*bert's manual does make a slight nod in this direction, because the goal in Adventure is to rescue your friends. I guess you can add nobility to my earlier list of Q\*bert's characteristics.

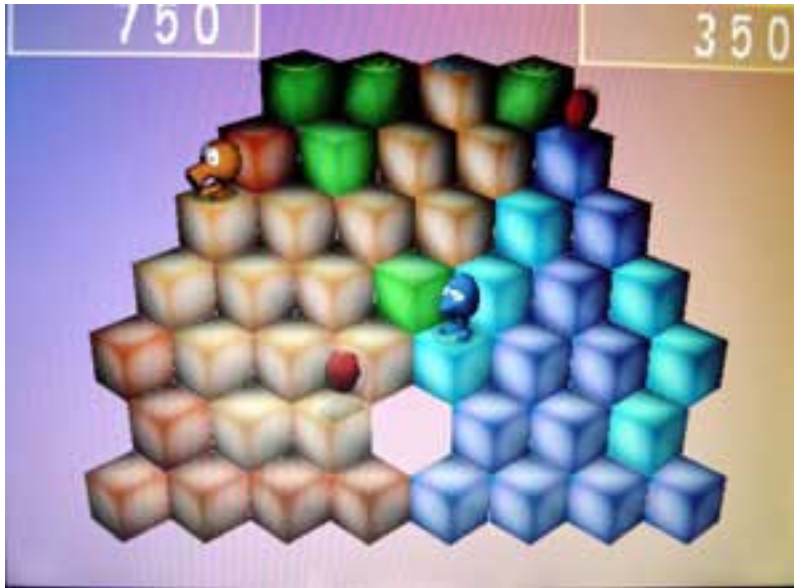


The Adventure Game

The big difference in Adventure mode, though, is that the playing field changes considerably: there is a great number of different levels, and they each take place on a different screen, still leaving Q\*bert to jump from tile to tile as in the Classic version. The introduction of unfamiliar terrain requires you to come up with a new strategy for safely traversing the squares, while still, of course, avoiding your traditional enemies. Since the game can go on a while, you can save your game to continue later on, after your fingers have had a rest.



Adventure mode also features bonus rounds and, according to the manual, secret levels, though I've not found any so far. Since the play field keeps changing, and you get a tremendous number of lives, I find Adventure even more addictive than Classic.



The Head-to-Head Game

In Head-to-Head (which is different from the two-player option in the "Classic" mode), Q\*bert competes with his blue twin, Q\*dirk, trying to traverse all the squares on his side of the play field before his opponent. Each player has an infinite number of lives, and, as far as I can tell, game play continues forever.

It may be worth noting here that one player uses the number pad and the other uses the A, S, Z, and X keys; the difference in the relative positioning of the keys may be a disadvantage to the latter player.

## Conclusion

MacSoft's Q\*bert is an entertaining game that's true to the original, and it adds the option of a great variety of play fields on which to test your skills. While modern games offer full motion graphics with high-quality CD sound and more controls than you can shake a keyboard at, Q\*bert is just as challenging and enjoyable as ever with its simple story, "blip!" sound effects, and four directions of motion.

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# FAQ: Frequently Asked Questions

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- Try turning Font Smoothing on and off in Acrobat Reader's preferences to see which setting you prefer.
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This is one of our most successful spaces and one of our favorite places. We think of it as kind of the ATPM "guest room." This is where we will publish that sentimental Macintosh story that you promised yourself you would one day write. It's that special place in ATPM that's specifically designated for your stories. We'd really like to hear from you. Several Segments contributors have gone on to become ATPM columnists. Send your stuff to [editor@atpm.com](mailto:editor@atpm.com).

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how it may help them in their work, and how enthusiastic they are about recommending it to others. If you have a new piece of hardware or software that you'd like to review, contact our reviews editor at [reviews@atpm.com](mailto:reviews@atpm.com) for more information.

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We hope by now that you've found what you're looking for (We can't imagine there's something else about ATPM that you'd like to know.). But just in case you've read this far (We appreciate your tenacity.) and still haven't found that little piece of information about ATPM that you came here to find, please feel free to e-mail us at (You guessed it.) [editor@atpm.com](mailto:editor@atpm.com).

