News You Can Use

QUICK TIP
PRINT PRESETS
When you print with OS X, you have to make all your print settings by clicking on the **Copies and Pages** popup menu. Each choice brings up another "panel" of settings: paper feed, printer settings, layout, etc.

On MacOS 9, these settings were often easier to find, because the Print dialog was larger.

To Make a Print Preset

First, make all the choices you need from the various settings panels.

Now click on the **Presets** popup and choose **Save as...**. Enter a name for this preset, e.g. "Draft Mode," "Glossy Photo Paper," "Hand Feeder," or whatever.

Next time you print, just choose your new preset from the **Presets** popup and you're ready to go.

Note: If you have more than one printer, the system doesn't know what printer a preset makes sense for. For example, it makes no sense using a "glossy photo paper" preset for a laser printer.

Administrivia _____ all
No, You Aren't Missing It
I didn't get around to writing a September issue because I was on vacation through the 15th. Then I got busy (and lazy) during the first part of October.

So here's the September-October issue. Maybe it's more honest to say that this newsletter is published "occasionally!"

Kick 'Em Over To Firefox _____ X
Safari Bookmark Exporter
One of our intrepid OS X friends (thanks, Judy!) found *Safari Bookmark Exporter*, a free utility that does one thing well: it dumps all your Safari bookmarks into other web browsers.

You can copy Safari's bookmarks into Firefox, Internet Explorer, or a dozen other browsers and formats. (Note, though, that the procedure will *replace* any bookmarks or favorites you had in the "destination" program. For example, if you're copying from Safari to Firefox, it first *erases* Firefox's bookmarks.

It's a free download from `http://homepage.mac.com/simx`

Try 'Em First...You May Be Surprised _____ X
Connecting New Devices
You may be surprised to find there's no need to install driver software for some devices with OS X.

This is especially true of *disk-type* devices. Hard drives, Zip, CD/DVD burners, memory-card readers, and the like will usually work automatically without any further effort.

Many printers will also work automatically, especially the older ones. The newest ones require the appropriate driver software, as will multifunction units (those with built-in scanners.) But if you want to try an older USB or network printer, it's probably supported already.

Keys, Chains, and Passwords _____ X
What's the Keychain?
To make it easy to manage your passwords, Mac OS X provides the Keychain, an encrypted file in which all your passwords are stored. When you log in to Mac OS X, the system opens your Keychain; other users on the system cannot access

THE FINE PRINT
THE PRICE LIST
Standard Rate is $45/hr.

Apple Remote Desktop help is billed at the reduced rate of $35/hr.

Phone support is *free*, except if the call runs to a half hour. Then it's billed at the further-reduced rate of $25/hr.

Email support is always free. Ask your questions and you'll get an answer, usually within a few hours.

Invoices are mailed on the first of each month, covering charges incurred during the prior month. (So, for example, you'll be billed on May 1st for work done in April.)

New Clients receive a one-time half hour discount !

WHAT'S IMPORTANT
Solving your problem the *right* way, as much as humanly possible.

Not making things worse. Some support folks try to fix one problem and end up creating new ones. Where does that leave you?

Keeping your costs down. It's more important to provide good service than to squeeze out a few more bucks. When you see a "comp" item on an invoice, it's my way of helping to keep your costs low.

your Keychain or its data.

When you create passwords for web sites, email or applications, the passwords are added to this keychain.

Occasionally you will be asked whether a program should be allowed to access your Keychain. (Something like "Mail wants to access your keychain." You can answer "Deny," "Allow Once," or "Always allow.") There are a few reasons this might happen:

• If a program had access and it gets *changed*, then you must approve to grant access again. This protects you in the unlikely event that an intruder changed the program, perhaps in a malicious way. Usually, though, the change happens as the result of a normal software update; so, the "always" answer is OK.

• If you change your login account password, then the Keychain won't be automatically opened when you start up. You can use the Keychain Access utility to change the Keychain password to match.

The Tail Can Indeed Wag The Dog   all
New Web, Old Browser

It was bound to happen sooner or later. The change to newer web coding standards has resulted in some web pages that are incompatible with older web browser programs.

Many web developers are unwilling or unable to make their new pages work with these older browsers. The result can be ugly pages, lack of function, or an all-out crash of the program.

Those running Netscape 4, Netscape 7.0x, or Internet Explorer 5 are likely to run into problems when trying to visit one of these "modern" web pages. Which browsers might you have?

MacOS 9 and earlier: Netscape 4.x and 7.0x are popular, as is Internet Explorer 5 and earlier. The latest possible version of Netscape is 7.02; for Explorer, it's 5.1.7.

MacOS X: Here you have your choice of Apple's Safari, Internet Explorer 5.2.3, Firefox, Netscape 7.1, and several lesser-known browsers.

All the Netscape 4 versions are so buggy that it's almost impossible for a web developer to make them work right; hopefully, you've already stopped using it. Windows now has Explorer 6, so some pages no longer work with Explorer 5, regardless of whether you run MacOS 9 or X.

Safari is very good on Panther and even better on Tiger. Firefox is in some ways better than Safari, some ways not.

A few folks were forced to move from 9 to X to get the better browsers. In extreme cases, this led to upgrading of the computer itself. Sure looks like the tail has begun to wag the dog.