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Year



Apple Barrel

The Journal of the Houston Area Apple Users Group

Apple II • Macintosh • Newton

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November 1999

Waiting (and waiting) for Mac Nirvana

A HAAUG member tells why buying a computer from the Apple Store isn't always heavenly

Doug Baysinger

ikebana@earthlink.net

When I purchased my Performa 5215CD in 1995, it was a top-of-the-line 75 MHz Power PC with 8 megs of RAM, a one gig hard drive, CD-ROM, and a 15-inch color monitor. The next week, the 100 MHz processors came out, and I immediately felt left behind.

This feeling persisted as I watched each new, faster computer being released. My Performa, by comparison, seemed unbearably slow. Software demanded more.

In an attempt to give it an "edge," I maxed out the RAM, got a bigger hard drive and progressively upgraded the modem. I gave it OS upgrade after upgrade. It wasn't enough.

I coveted those new machines.

Then the iMac was born, slick little machines that took the computing world by storm. It had the look and brains in one package. Still, I didn't dip into the fruit basket. I wanted something that I could upgrade.

Enter the blue and white G3. That was it, I was in love. It had the power and the look that I wanted.

I waited cautiously, fearing another bigger, faster monster was around the corner. I didn't want to be stuck in a similar situation as when I bought the Performa. I didn't want to be outpaced soon after the delivery of

a blue and white G3.

Finally, I gave in and realized that the waiting would never end. I logged onto the Apple Store and made my selection, a beautiful built-to-order 450 MHz blue and white G3. I shopped around, comparing their prices and configurations to catalogs and retail.

Because I was able to customize my selection, because I wanted to support the Apple Store, and because it's just cool to order online, I placed my order for the tower and display with extended warranties. Besides, they were offering \$100 off the display, free shipping, and 128 megs of free RAM. I said "yes" to allow ship-

ping the individual items as they become available.

Then I sat back and waited for my baby to arrive. Little did I know how long my wait would be. Several days later, I received the first email from the Apple Store. My credit card company had denied authorization because the amount of the purchase exceeded my normal spending pattern. Well, duh, it's not often I go around dropping loads like that. It was hard to get mad at them, though, until I had to call them three times to get the authorization that I needed.

By now, it was two weeks since I

Continued on page 4

HAAUG elections coming up

Nominations for HAAUG officers and board members must be made either before or at the November General Meeting with the election to follow in December. What follows is a list of the positions available and a description of the duties of the office. Please consider running or volunteering to support HAAUG.

Elected Positions

The President is the executive officer with overall responsibility for HAAUG's business affairs and property as well as supervision of the other officers. He presides at membership and Board of Directors (Board) meetings and sees that resolutions of the Board are carried out.

The 1st Vice President - Programming is responsible for arranging meeting presentations and in the absence of the President performs the duties of the President.

The 2nd Vice President - Facilities is responsible for meeting facility arrangements and in the absence of the President and the 1st Vice President

Continued on page 3

Board Minutes 10/25/99

These are excerpts and unapproved.

In attendance were Jeff Davis, David Jaschke, David Scheuer, Joe Fournet, Elizabeth English, Lyda McGhee, Howard Fitter, Amy Denton, Mike Epstein, Patty Winkler, Rex Covington, and Randy Herzstein. Secretary Lyda McGhee's minutes were approved as written.

Programs Vice President: well, we don't have one, so Rex Covington reported that November will be PalmPilot stuff with a FileMaker Sync demo; Dec - Bob LeVitus is confirmed for the 11th. Facilities Vice President Rex Covington reported that we had some minor problems that were taken care of at the meeting, for the most part. The January meeting date needs to be confirmed as the 22nd.

Treasurer Elizabeth English reported net income of \$2,832.81 as of 10/21/99. We're still working on getting HAL-PC paid. Now we just have to figure the costs for the ISP users. Jeff talked to somebody there, and they'll get right on it.

Membership Chairman David Jaschke reported on membership statistics. We have 16 ISP members now. The service is still growing.

Apple Barrel Editor George Sroka was absent and no report was given. It was mentioned that copy was needed as usual. Postcards should be done this week.

Apple Barrel Ad Manager Peter

Gingiss was absent and no report was given.

SIG Coordinator David Scheuer reported that he wants to do some room swapping to save a few dollars. Whatever was in the Caspian Room will be moved to the Baltic Room. Ideas for new SIGs include a SIG for free software; Rex will do the first one in December. David wants to know if anyone would be interested in an investments-type SIG.

Volunteer Manager Peter Gingiss was absent and no report was given.

Apple/Mac Librarian Mike Brouillette was absent and no report was given.

Publicity Chairman Kimberly Reeves was absent and no report was given.

Boutique Chairman Amy Denton reported she got to the last general meeting by 9 A.M. There is no interest in jackets, yet.

Old Business

HAAUG Heaven: Randy Herzstein reported that it's been running continuously without crashing. He's added CDs, and it's being backed up regularly. He's still working on a way to get the software files back online and thinks the simplest way would be to repost the files. Anybody want to help him?

The Audit Committee: We elected Randall Phillips as chairman for the 1998 audit. He accepted. The 1996 Audit Committee Report was never given and they still have the books.

ISP Committee Status Report: Jeff reported that Jonathan Magnus will contact Stephen Cravey about getting set up to handle it. New Member CD is in the works.

Web page Committee: Andrew McClure was added as a member and the committee met last week.

Internet Expo: a thing held at HAL-PC's office Sat, Oct 30. Rex will represent HAAUG. The board approved money for a table there, but we're going to try to get one for free. Call Rex if you want to help.

New Business

Funds for the May 2000 meeting site were approved. It was suggested that we have a guest sign in for the December meeting with Bob LeVitus. Then it was suggested that we do it all the time to develop a mailing list. Fernando (Apple Rep at UH) with Rex will put something together so we can be a sponsor.

A Nomination Committee was formed, sort of. David Jaschke will chair it. A Budget Committee was formed. Rex will chair it; Howard Fitter and Elizabeth English are the other members.

Up to \$100 was approved to get more brochures printed. Check your area Houston Community College campuses to see if we can put brochures or cards in their computer labs. An information booth (an answer desk type place) will be set up at the next meeting next to the Boutique.

Apple Barrel is a monthly publication of the Houston Area Apple Users' Group, P.O. Box 570957, Houston, Texas, 77257-0957.

Apple Barrel's editors have a policy to protect the creative rights of authors. The Editors acknowledge that authors' works are copyrighted and intend to honor those copyrights by: 1) this statement of policy, 2) providing, when considered significant, copies of edited text to the author for review prior to publication, 3) seeking permission to reprint previously published pieces from the author whenever possible, and 4) printing acknowledgment of reprints used at all times.

If you are interested in joining HAAUG, please call the HAAUG Hotline at (713) 522-2179, or sign up via HAAUG Heaven, HAAUG's BBS, at (713) 993-3312, or at

our website, www.haaug.org. Annual membership is \$45 for new members, \$40 for students, \$40 for renewing members, and \$60 in US funds for foreign membership. The Hotline is also the Mentor line if you need help.

Guests are welcome to attend one or two meetings to get acquainted with HAAUG, but participation in certain presentations and activities may be limited.

HAAUG is an independent support group of Apple product users and is not affiliated with Apple Computer, Inc. The following are trademarks of Apple Computer, Inc.: Apple, Apple II, Apple IIGS, Macintosh, Imagewriter and the Apple Logo. All other brand names mentioned are registered trademarks or trademarks of their respective holders, and are hereby acknowledged.

HAAUG wishes to thank HAL-PC for providing HAAUG with Internet service.

HAAUG Officers

President: Jeff Davis
 First VP - Programs: Vacant
 Second VP - Facilities: Rex Covington
 Secretary: Lyda McGhee
 Treasurer: Elizabeth English
 Senior Advisor: Howard Fitter
 Directors: Joe Fournet, Mike Epstein, Randy Herzstein, Michael Lawshae, Patty Winkler, Bob McGuinness.
 Past President: Rex Covington
 HAAUG Heaven Sysop: Randy Herzstein
 HH Administrator: Neal Scott
 Membership: David Jaschke
 Apple Barrel Editor: George Sroka
 Apple II Librarian: Mike Brouillette
 Mac Librarian: Mike Brouillette (acting)
 SIG Coordinator: David Scheuer

Ad Manager: Peter Gingiss (acting)
 Publicity Chairman: Kimberly Reeves
 Vendor Coordinator: Rex Covington
 Volunteer Coordinator: Peter Gingiss

Apple Barrel Publishing

The Apple Barrel was produced by a committee including Elizabeth English, Jerry Jones, Manley Mandel and Bob McGuinness, led by George Sroka on various Macs running PageMaker, among other things. April Enos designed the logo in the masthead.

Mac and Apple SIGs Wanted

Volunteers who have ideas for SIGs to run, please contact David Scheuer at (713) 464-1228 or send e-mail to david_scheuer@haaug.org.

Articles Needed - All Flavors

Send any articles to Apple Barrel Drop or to apple_barrel_drop@haaug.org.

HAAUG election in Dec.

Continued from page 1

performs the duties of the President.

The Secretary gives notice of special membership meetings and special Board meetings, keeps minutes of all meetings, and makes them available to the membership.

The Treasurer has custody of the organization's funds, keeps full and accurate accounts of receipts and disbursements, deposits all monies and other valuable effects related to HAAUG; has authority to disburse checks as directed by the Board; and reports regularly to the Board on the expenses and financial condition of HAAUG.

The Directors (there are six) are active and concerned members who are committed to steering the organizational goals of HAAUG. They serve on committees to resolve problems and set goals at the request of the Board. They are "at large" officers volunteering to handle items not specifically assigned to the other officers.

The Past President is filled automatically by the outgoing President in an endeavor to provide continuity from one administration to the next.

Appointed Positions

The Senior Advisor shares knowledge and advice with the Board. Generally a past officer or knowledgeable member.

The Membership Chairman maintains the membership database, coordinates renewals at meetings, provides membership renewal notices, reports membership data to the Board on a regular basis, and generates mailing labels for distribution of publications.

The Apple Barrel Editor oversees the collection of articles, contributions, assembly, publishing, and distribution of the Apple Barrel.

The Apple II Public Domain Librarian oversees maintenance and distribution of the Apple II Public Domain library.

The Macintosh Public Domain Librarian oversees maintenance and distribution of the Macintosh Public Domain library.

Volunteer Positions

The SIG Coordinator oversees, compiles, and coordinates scheduling of SIGs with the SIG leaders.

The Ad Manager oversees the sales and collection of advertisements for the Apple Barrel Editors.

The Video Librarian oversees, maintains, and distributes the video library.

The CD-ROM Librarian oversees, maintains, and distributes the CD-ROM library.

The Publicity Chairman is responsible for publicizing HAAUG, its programs, presentations, and special events to the general public.

The HAAUG Boutique Coordinator oversees, maintains, and sells HAAUG T-shirts, jackets, mugs, hats, as well as



COREL DEMO HAAUG President Jeff Davis (left) presents a HAAUG cap to Corel Graphics Account Manager Wesley Pack, who looks awfully darn happy to get it. Pack demonstrated CorelDraw and Corel Photo-Paint at October's Main Presentation at the General Meeting. The audience "ooo'd" and "aw'd" several times as Pack demo'd some nifty Corel features.

books, etc., anything that might come up.

The Volunteer Coordinator recruits volunteers and coordinates their activities.

Directors and Officers serve one year terms beginning at the January meeting. All positions are open for election every year.

Appointed positions are declared by majority vote by the Board, and volunteer positions are approved by the Board.

All nominations must be received before the close of the November Business Meeting and the nominated candidates will be announced during that Business Meeting. Voting takes place during the month of December unless no race is contested (in which case, the election will be held by voice vote during the November Business Meeting).

Any member wishing to run for office or to serve in an appointed position should contact the Nominating Committee (headed by David Jaschke: 713-937-8349) or the Board and provide a candidate statement of 100 words or less by November 28th, so we can run it in the December Barrel.

If you are interested in helping out, please let us know.

Mac Nirvana *Continued from page 1*
had placed my order. The offers from Apple were to expire the end of the month, just a day away. I feared that I would not get the authorization in time. I did.

Anticipating the arrival of G3, I ordered a matching extended keyboard from MacAlly and an internal Global Village modem from a catalog. I wanted to have everything ready when the G3 arrived.

When I received the next email from Apple days later, I was shocked, bewildered, and angered. This time they informed me that, because of the just announced G4s, production of G3s was halted. My order was cancelled. I could feel free to order a preconfigured G3 or a new G4.

I could understand stopping any new orders, but I was furious that they simply cancelled an existing order. I spent hours on the phone over several days trying to state my case. Simply, I wanted the Apple Store to honor the free shipping, free RAM, and the \$100 discount if I purchased a display with the G4. Over and over I explained that I did not want the G4 at the G3 price. Nor did I want a preconfigured G3. I wanted a built-to-order G4, at its normal price, but with the promos of my original order. No how, no way, no chance.

On top of that, I had to pay for the return shipping and restocking fees for the peripherals that I had ordered. I was already out about \$100.

This salted my otherwise long standing support of Apple. I felt that this was incredibly poor judgement on Apple's part. In my opinion, it was just plain bad business. My idol had let me down.

Time passed and I read more and more about gigaflops. I had to have

one of these supercomputers! The silver and graphite color, the speed, the Velocity engine, the wonder. I imagined tanks circling around my house to safeguard my transmissions.

No retailers had these marvelous machines, only the Apple Store. So, I made nice with them and placed my custom order. Then I sat back again and waited for my baby to arrive.

In the meantime, the earthquake in Taiwan drove chip prices up. I felt fortunate that I had placed my order prior to that unfortunate catastrophe. Soon I would be flying the best computer on earth. I checked and re-

A man can only take so much. I cursed, I cried, I pouted, and I cursed some more. I could not understand why, after waiting so long to finally decide to buy a new computer, I was being frustrated every step out of the way.

checked my order on the Apple site to find that it was "being assembled."

Two weeks after my order was placed, I saw an email in my inbox from Apple, I was excited, certain that they were informing me that my baby was being shipped. Reading the notice, my jaw dropped to the keyboard. Apple, because of the "recent shortages of chips," was reconfiguring the G4s, and all orders had been cancelled. Please visit the Apple store to order a reconfigured model.

A man can only take so much. I cursed, I cried, I pouted, and I cursed some more. I could not understand why, after waiting so long to finally decide to buy a new computer, I was being frustrated every step out of the way.

Apple basically raised the prices of each line of G4. I could only get a 400MHz model for the price of the 450 MHz model I originally ordered—a difference of \$1000. I decided to sweep the area Macintosh retailers for a preconfigured model. I was hoping I could still find one at the old price.

No, no, no. I called all the catalog companies. No again.

To add insult to injury, my car broke down near the Galleria that day, and I had to have it towed back to Sugar Land for \$300 worth of repairs. I cursed, I cried, I pouted, and I cursed some more.

That evening, I was greeted with another email from the Apple Store. "Dear Valued Apple Store Customer...After a good night's sleep and digesting emails from many upset customers, we have decided to reverse this decision (to cancel existing G4 orders). Please give us an opportunity to reinstate your order. If you ordered a Power Mac G4 configured with a 400 MHz or 450

MHz processor prior to October 13, we will honor the original price quoted for your order." I was ecstatic. I leaped with joy. I danced in the kitchen. My wife and kids thought I'd lost my mind. I quickly called the Store, then emailed my request for reinstatement.

Finally, Apple had done the right thing. They realized, in this instance, that they were alienating customers. Their decision to honor pre-existing orders and the original price should be lauded. It was a remarkable decision that I'm certain cuts into their profit margin.

In the end, they did the right thing.

I learned several lessons as a result. There will always be a better computer released after you buy one. It's not a good idea to order peripherals for a computer you don't yet have. Don't select the "ship items as they become available" option from the Store if they are all dependent on each other.

As of this writing, it has been two months since my original order for the G3. I'm waiting for my G4 to arrive.

Freeware SIG formed, Stock Market SIG possible

The brand-new Freeware SIG will meet for the first time at the November General Meeting in the Mediterranean room.

Traditionally, freeware (no shareware fee required) featured "lite" versions to induce you to purchase the full version. Recently, this has been supplemented by full-featured heavy duty software from word processors (Nisus, WordPerfect) to 3-D modelers such as Stratvisions 3D modeler with the invigerator plug-in for Photoshop. Mediapaint and Digital Darkroom were also given away.

Filemaker Pro V2 was also a free download for a while, and then came a free update to V3.0 when it turned out to have a Y2K problem.

This software is a version number behind the latest, and is intended to convince you to purchase the latest

version. However, this latest freeware is *not* limited in the way that the "lite" versions are. This SIG will introduce you to these items. We hope club members who are already using them will step forward to do the demos.

Stock Market SIG anyone?

Also, is there any interest in a stock market SIG?

This would generally be a chat session restricted to people with direct Internet access at 28K or better. We'd discuss web sites with technical and fundamental information, the

quality and speed of each site. There are multi-page lists of such sites, most pretty mediocre, but the gems are worth noting.

Participants should bring a couple of screen dumps of their favorite sites with comments as to what they like and dislike.

Of course if you know which stock is going to shot up 1000 percent, please feel free to mention that, too.

If interested please contact me directly, David Scheuer at david_scheuer@haug.org

SIGs and Library changing meeting rooms

We're moving all the SIGs that formerly met in the Caspian room to the Caribbean room - same size, just on the other hallway with better traffic flow.

The library will now be in the Baltic room instead of the Caribbean room. Keep in mind that library disks aren't being made on the spot. It's just a case of taking orders for future delivery.

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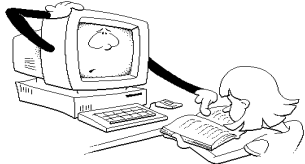
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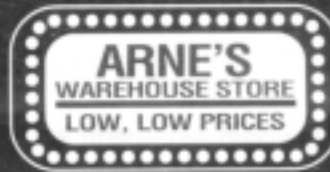
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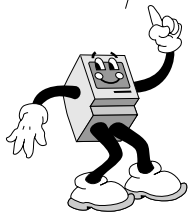
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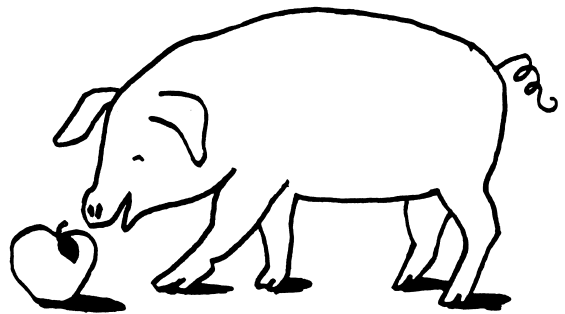
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SIGs...

Special Interest Groups

Schedule for Saturday, Nov. 20, 1999 • University of Houston Underground
as of 10/28/99 • Check the Schedules at the meeting for latest updates

HAAUG Special Interest Groups are a great way to get the most from your computer and your membership. SIG meetings last about an hour. Plan to attend this month. Check at the entrance for the room assignments and updates of your selections.

Libraries 10 AM - 2 PM

MIKE BROULLIETTE – CASPIAN ROOM
HAAUG's Public Domain Libraries offer a wealth of software resources. Mac/Apple II librarian is Mike Broulliette. Zip disk collections, \$15 each including the cartridge. Prepaid orders are taken for delivery at the next meeting. Blank 100 Meg Zip cartridges will be available at the HAAUG library for the bargain price of \$13.50, tax included. One pack of 5 new Mac formatted blank 120 Meg Imation Superdisk cartridges will be available at the HAAUG library for the bargain price of \$40, tax included.

9:00 AM

MAC 101
KEN MARTINEZ – ATLANTIC ROOM
Prerequisite, owning a Mac or Mac clone: This one-hour SIG is for beginners or those with basic Macintosh questions. Join us with your questions and/or conversation. This SIG is general although hardware oriented, Mac Fundamentals leans more toward system software.

SPREADSHEETS

JOE MUSCARA – PACIFIC ROOM
A discussion group in which participants are invited to bring in problem spreadsheets - or upload them to Joe on HAAUG Heaven in advance so he can review the problem. Also, along with the problems, participants hopefully will bring solutions to problems that they have solved.

10:00 AM

APPLE II Q&A & SUPPORT
With the Apple II library

APPLEWORKS/CLARISWORKS
JOHN REEVES & WAYNE BOCKELMAN –
PACIFIC ROOM

For beginning and intermediate users. This is a 5 part SIG which demonstrates the use of the word, spreadsheet, and database modules of CW.

In November, we will finish looking at the AppleWorks v. 5.03 internet features, and include some tips to speed up the browser (Netscape 4.x), help achieve your rated connection speed, and some useful support and resource sites. Time allowing, any how-tos will be answered (if you ask the right questions).

MAC FUNDAMENTALS

JONATHAN MAGNUS – ATLANTIC ROOM
A beginner's SIG that will answer beginner's questions. This month we'll discuss backing up your hard disk or just your key data. Also, we'll cover the ubiquitous UPS - the Un-interruptible Power Supply.

10:20 AM

NEW MEMBER ORIENTATION

JEFF DAVIS (CLUB PREZ) – CARIBBEAN ROOM
Getting the most from your membership. How HAAUG works to serve you. Meet the Mentors.

11:15 AM

MAIN PRESENTATION – MEDITERRANEAN ROOM

Dreux Ste Marie of Apple will demonstrate Apple's G4. Tickets for drawings for giveaways if any will be given out at the beginning of the main presentation, one to a membership. The actual drawings will be held during the business meeting. You must be present to win.

12:15 PM

BUSINESS MEETING

JEFF DAVIS (CLUB PRESIDENT)
– MEDITERRANEAN ROOM
The business meeting will be conducted on time even if it means interrupting an unfinished main presentation in order to let SIG leaders and other attendees make it to 12:30 SIGs on time. If the main presentation has more to offer it will resume after the business meeting. Drawings if any will be held at the end of the business meeting.

12:30 PM

FILEMAKER PRO

REX COVINGTON – MEDITERRANEAN ROOM
Designing fields in File Maker Pro.

GAMES

ROBERT LEWIS – CARIBBEAN ROOM
Always something new and interesting. November we'll again feature Sci-Fi Pinball and Dark Vengeance as time permits.

JAVASCRIPT

JONATHAN MAGNUS – ATLANTIC ROOM
Javascript - the cross-platfrom heart of the Internet. Learn what it's about and how to use it.

QUICKEN

CLAIR JASCHKE – PACIFIC ROOM
Come see why this easy-to-use program is the most popular home and small business accounting system going. Exploring Quicken, always something new to learn.

1:45 PM

FREWARE

REX COVINGTON – MEDITERRANEAN ROOM
There has traditionally been a pool of freeware, not requiring a shareware fee. Usually these have been "lite" versions to induce you to purchase the full version. Recently, this has been supplemented by full featured software. This SIG will be your introduction to these items. We hope members of the club who are already using them will step forward to do the demos.

INTERNET

LARRY McLOUGHLIN – PACIFIC ROOM
The happening spot. Come get started on the Internet.

MOBILE COMPUTING

JOE KUDRNA – ATLANTIC ROOM
Powerbooks, notebooks, iBooks, Palm Pilots, and more. All here! Bring your laptop, or Palm Pilot, we'll have a few extra connection cables on hand

USELESS BUT NEAT

ANDREW McCLURE – CARIBBEAN ROOM
Fun stuff for the Mac. This month we'll do more on customizing the interface, the advantages and disadvantages of Kaleidoscope and Mac's built-in appearance manager themes. After that we'll boot into Linux and see how they handle it there.

Plan Ahead!

SWAP MEET
Jan. 8, 2000

(2nd weekend of month)

Meeting Dates

1999 HAAUG Meeting Dates

General Meetings	Board Meetings
Nov 20	Nov 29

More 1999 Dates

Dec 11 (2nd Sat)	Dec 27
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Jan 8, 2000 • Swap Meet

All dates are subject to change due to late conflicts. Please make it a habit to call the HAAUG Hotline at (713) 522-2179, or log onto HAAUG Heaven for late-breaking announcements.

All meetings are scheduled to be held at the University of Houston, until further notice.

The next meeting of the HAAUG Board of Directors will be Monday, Nov. 20 at 6:30 PM in the offices of Fiserv, Inc., 5718 Westheimer, Suite 200. The Board generally meets on the last Monday of each month, holiday conflicts excepted.

M A I N P R E S E N T A T I O N

SATURDAY, NOV. 20, 1999

Apple's G4

Apple Representative Dreux Ste Marie will demonstrate Apple's G4, plus (we hope) some other nifty Apple stuff.

UPCOMING

Dec. 11, 1999
Bob LeVitus

Jan. 8, 2000
Swap Meet
(2nd weekend of month)

Apple Barrel Deadlines

The Editorial Staff of the Apple Barrel thanks you for your support!

Post your articles (SimpleText format preferred) to the Apple Barrel Drop folder on HAAUG Heaven or to gsroka@aol.com on the Net. The dates by which we need copy are indicated below. We'll update them as needed. Deadlines around the holidays could change.

(Editor's note: We prefer SimpleText or RTF (Rich Text Format), but will take just about anything.)

Copy Needed by	For Issue Dated
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Nov 28th	December 1999
Dec 26th	January 2000

Share your tips and tricks with fellow Mac users by writing an article. Review your favorite piece of software or game. Let the rest of us know what you think.

Apple's G4 • in December: Bob LeVitus

NEXT MEETING: NOV. 20 • MAIN PRESENTATION:

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