

Your questions answered

Have you been stumbling around in the dark with a Mac-related conundrum? See if our Q&A sheds some light on the matter



Contact

If you have a question, don't hesitate to get in touch at:

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Wipe out

X When I try to erase a rewritable disk in Disk Utility, as per your instructions, I get a window that says: "Optical erase failed with the error: whole disc required, slice passed."

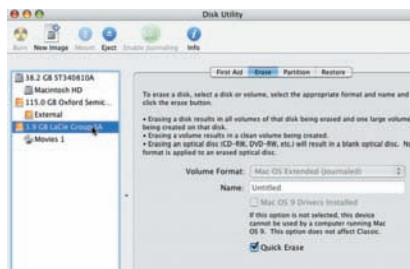
Help please!
Pat McCarthy
Email

A *Disk Utility can be a bit forbidding and not at all user-friendly at times. Sometimes, as in this case, it might even give you options that won't work when you try them. Bad Disk Utility.*

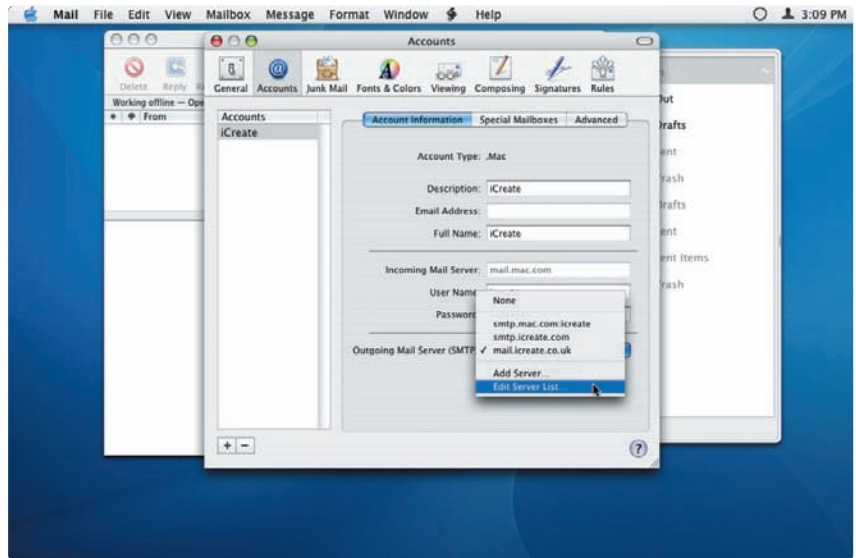
When you insert a DVD into your Mac, Disk Utility will show both the device (your DVD writer) and the DVD in the device in its sidebar. So the expectation is that you should click on the DVD and select 'Erase' to erase it, right? Wrong. DVDs and CDs are composed of one or more 'sessions' or 'slices'. Most CDs and all DVDs only contain one session, but if you're patient, you can use Disk Utility to create CDs with multiple sessions. No matter how many sessions there are on the disc, it's impossible to erase a single session: it's all or nothing when erasing a CD or DVD.

If you select the disc in Disk Utility, it will think you're trying to erase a single session. This is what the error message means: you've given it a single slice of the disc to erase, not the whole thing.

So counter-intuitively, you actually need to select the DVD drive in the sidebar and choose to erase that. Disk Utility can then erase the whole disc.



Don't let Disk Utility try and fool you into thinking you can't erase a disc



Don't drown under a sea of outdated mail servers – Mail's Preferences will sort you out

Too many servers

I have been using Mail for the past few years and over that time have changed outgoing mail servers several times. With these changes and in my playing around, I have many useless outgoing mail servers listed in my Preferences section. This becomes annoying when one doesn't work and it



asks me if I'd like to try another. Do you know if there is any way to delete the outgoing mail servers that I don't use?

Michael de Wijn
Email

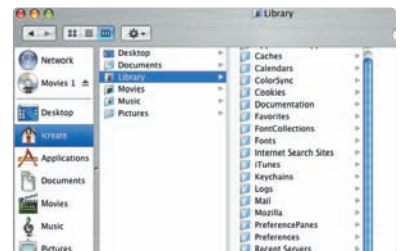
A *Fortunately, there is. Go into Mail's Preferences and select the 'Accounts' section. Highlight an account. At the*

Can I be really alarmed?

Is there any way the alarm function in iCal – Message with Sound – can be extended for more time than just a beep?

Ian Gouldsbrough
Email

A *As you may have noticed, all of iCal's alarms are the built-in alert sounds of OS X – which are, of course, kept short to avoid being annoying. However, you can add any AIFF sound file to the available list of alerts and then use it in iCal, so you can make the alarm for as long as you like.*



1 Open up your 'Library' (it's in your Home) and look for a folder called Sounds. If there isn't one, create a new folder using the 'New Folder' command in the Finder's 'File' menu and call it 'Sounds'.

bottom of the Account Information tab, there's a pull-down menu called *Outgoing Mail Server*. Click on the menu and select the option at the bottom called *'Edit Server List...'*. You'll then get a dialog with a list of all your outgoing mail servers. Select the ones you don't want any more and click on the *'Remove'* button to delete.

A burning issue

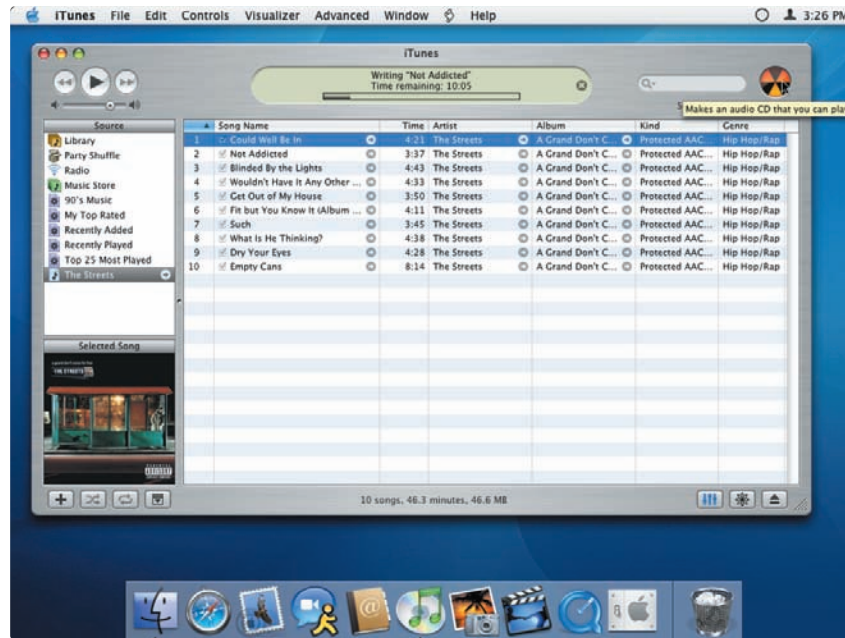


Just been reading your mag – issue 10 – and found the 'Digital Rights Management Explained' article of great interest. But I have a question. In this article, you state that music purchased from the Music Store can only be burnt up to seven times, but I can't burn anything I have purchased. Please help! I like your mag so much: I have just taken out a subscription. Keep up the good work! It's good to know I am not the only Mac fanatic.

Helen Moylett
Email

A You appear to be victim to a bit of slightly odd thinking on the part of Apple: you can't burn individual songs with iTunes, only playlists. If you highlight any song – protected or otherwise – in iTunes, you won't be able to burn it to a CD, but if you create a playlist containing your purchased music, you can then burn a CD from that playlist by highlighting it in the sidebar and then clicking on the *'Burn'* icon in the right-hand side of the toolbar.

To be able to burn protected tracks, however, you have to authorise your Mac to play it first. To do this, simply try to play it in iTunes and then enter your Apple or AOL ID and password when the little prompt appears.



For some reason you can only burn playlists in iTunes, but they're easy to set up, so grin and bear it

Incidentally, the limitation on burning iTunes seven times is on playlists containing protected music, not the actual songs. If you burn the playlist seven times, you can change the playlist or create a new playlist containing your purchased music and the counter is set back to zero again.

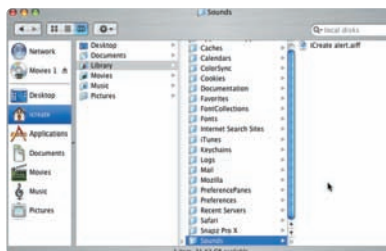
A rosy Outlook



Just let me quickly say that I think your magazine is absolutely fantastic – much better than all the other Mac publications because it doesn't fill 90% of each issue with adverts from suppliers! I have a little question for you. I'm a graphic designer and

I'm in the process of starting my own company. After years of experience of using Windows-based PCs, I have decided to change my system over to Apple as I understand these to be better for producing Web and print graphics. The problem is I need to be able to transfer my emails from the PC to my new G5. I have both Outlook and Outlook Express on the PC, but I've no idea which format to export my mailboxes to so they can be opened in either Mail or Entourage. Is there a way of doing this or do I need to use a third party program to convert the mailboxes?

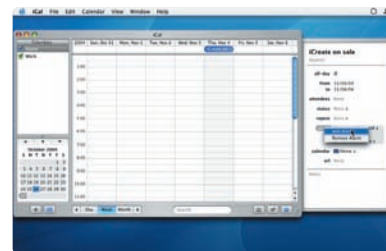
Karl Ridley
Email



2 Now drop your AIFF into the 'Sounds' folder. It can be called anything you like, but it has to end in '.aiff' (all lower case). Use QuickTime Player Pro to turn an MP3 into an AIFF if you haven't got one to use.



3 Your next job is to go into iCal, highlight an event and then click on the 'Info' button. You can now create a 'Message with Sound' alarm. The pull-down list of sounds will include your newly-added AIFF.



4 Just in case that isn't enough alert, you can add more alarms to the event at diminishing intervals. Simply click on the 'Alarm' label of the alarm you've just created to get the option to add another alarm.

Apple updates

To make sure you have the latest software versions purring away on your Mac, click the little 'Apple' icon at the top left of the screen. Choose 'Software Update' from the pull-down menu. Updates are constantly being released so take a look at www.apple.com for the latest list of updates. If you're a .Mac member, login to www.mac.com and check out the latest goodies. For example, there are 100 free Panther Training movies waiting to educate you on a variety of topics.

iTunes 4.7

For existing iTunes users, a few improvements: the ability to show duplicate songs in your library, and better performance. But for the lucky few with an iPod Photo, you'll need this to sync your photos using iTunes. You'll also need QuickTime 6.5.2 to use it.

Security Update

2004-09-07 1.1

There were two of these, but make sure you get the second one. Just about everything to do with your Mac's security got updated with this, so download and install it now.

Security Update

2004-09-16

Patches iChat on both Jaguar and Panther to fix a security issue with certain hyperlinks in messages.

Security Update

2004-09-30

Provides a number of security fixes for your Mac's file sharing, printing, user account manager and QuickTime systems. For both Jaguar and Panther users.

Power Mac G5 Uniprocessor

5.1.5 f2 Firmware Update

5.1.5 f2

This one will improve the reliability of your G5 and fixes the sleep problem that some machines had.

Java 1.4.2 Update 2

It's 26Mb so you might be forgiven for ignoring it, but this second Java update will improve how Safari handles Java applets.

Apple Remote Desktop 2.1

As well as improving a whole load of existing features, ARD 2.1 restores version one's full-screen control mode.

QuickTime 6.5.2

A minor upgrade to fix security holes and bugs, improve the AAC and Apple Lossless Encoder.

Start playing about



I recently bought a 15-inch PowerBook and I love it, especially the DVD player. But it only produces the sound through the built-in speakers. I've seen the AirPort Express with AirTunes. If I bought and plugged it into my home speakers, would my Mac realise there was a pair of external speakers and play the sound from the DVD through the external speakers? If not, can you let me know what my available options are?
Paul David Crooke
 Email

AirTunes is indeed a very cool concept, but right now iTunes is the only program for the Mac or PC that can take advantage of it. In part, this is because programs need to be enabled to spot speakers connected to AirPort Express and to transfer the sound over to

those speakers using your network. Apple hasn't published or developed a way for other developers to do this, and of its own software, it has only enabled iTunes. Apple might enable a future version of OS X (and maybe even Windows) to do this, so any program that puts out sound would be able send it to your speakers via an AirPort Express without any effort on the part of its developers. But don't hold your breath.

So, you'll have to look at different methods for outputting sound from your DVD to your speakers, since none of the products competing with AirPort Express, such as the HomePod or the LinkSys WMA11b, can do what you want to do either. Your PowerBook has a mini-jack headphones connection so with the right set of cables,



So far it's only iTunes that takes advantage of the wireless wonder that is AirTunes

you should be able to connect your PowerBook to your speakers through an amplifier. Have a look at the excellent www.monstercable.com to see if you can find one that fits your stereo system and your PowerBook.

A Congratulations first of all on making the switch. We're sure you won't regret it! As to moving from Outlook and Outlook Express, this is a common problem for switchers – one that isn't helped by Microsoft's use of proprietary storage formats and only supporting a small number of export formats in its programs.

That's not to say that it's impossible. There are actually quite a few ways round this problem. If you're prepared to use Classic on your G5 and you use Microsoft Exchange Server for your email, there is a free version of Outlook still available from Microsoft, which can be downloaded from <http://tinyurl.com/2kezq>. Outlook 2001 can handle the native mailbox format of Outlook for Windows – .pst files – so you should be able to export your Outlook mailboxes into that format and use them directly.

However, if you don't have Exchange, Outlook won't work – and you'd probably prefer an OS X-native mail program anyway. If you have access to an IMAP server such as .Mac, then the easiest way of transferring your emails would be to copy them all to the relevant folders (ie Inbox, Sent items, etc) on your mail server from the PC and then copy them onto your Mac from the mail server using Mail or Entourage.

If you don't have an IMAP-capable server, though, things begin to get harder. One option is to install Netscape Communicator on your PC, which can import Outlook and

Outlook Express mail. If you then install Netscape Communicator on your Mac as well and replace its mailboxes with your PC ones, Entourage will be able to import them (touch wood).

But if that's a bit too fiddly, you might have to consider some third party programs: Outlook2Mac (www.littlemachines.com) can export Outlook and Outlook Express information into Mac-friendly formats; WeirdKid Software (www.weirdkid.com) produces ImportServer and Emailchemy for precisely this kind of problem; and AppleScripting genius Paul Berkowitz has created a series of nifty programs (<http://tinyurl.com/5tlwj>) for importing data from both Mac and PC email programs and PIMs, including Outlook.



Switchers needn't worry about leaving their emails behind – there are plenty of methods of moving them to their new Mac home

Chiming in

X Can you help me please? I am running OS X Panther on my G4 and approximately every 10 minutes there is an annoying chime. I have tried in vain to turn this off. Do you have any answers?

Simon Dennett
 Email

A We're not sure what chime you're getting, since erm, we can't hear it, but there are a number of possible issues here. Since the chime is so regular, you could have some sort of alarm system running. The Date & Time System Preferences has a clock that can chime every 15 minutes, for example. If you run Classic, the Date & Time Control Panel offers a similar function so have a look at its settings, too.

If other people have access to your Mac, it might also be worth considering the possibility of a practical joker. Check the Startup Disk tab in your Accounts System Preference pane and the StartupItems folder in your main Library folder to see if there's anything suspicious there.

On a more serious note, some G4 users have reported an intermittent (or sometimes regular – in fact, every 10 minutes regular) noise that sounds like a floppy disk being ejected (if you can remember what that sounds like). The fault has been traced to the fans in their machines, so it might be worth

Size is important



I subscribe to .Mac and my only grievance is the small attachment size of emails (3Mb). Is there an alternative to requesting all large incoming emails be zipped and resent? Dylan Johnson Email

Backup

iSync

Virex

iCal

Support

Account

\$99 on Apple Jam Pack through the Apple Retail

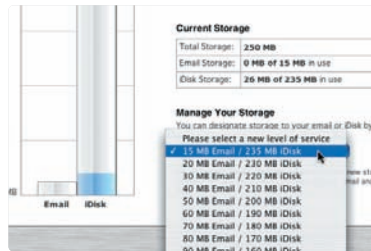
Sharing Photos with .Mac Slides

.Mac gives you yet another way to share your favorite photos with friends and family—as

Open <https://www.mac.com/WebObjects/Account.woa?aff=...>

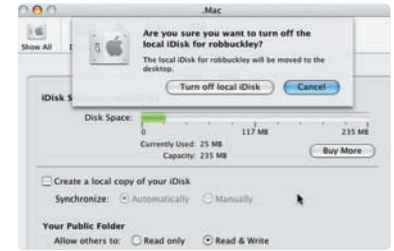
1 To alter your .Mac settings, you obviously need to log in to your account. Open up your Web browser and go to www.mac.com. Enter your username and password, and then click on the 'Account' button at the bottom left of the page.

There's good news for you, Dylan. Apple seems to have noticed that the increasing use of broadband has meant attachment sizes have been getting bigger, and has upped the maximum size for messages to .Mac to 10Mb. It has also generously increased all .Mac's members' file space to 250Mb, which they can



2 Log in again (!) if necessary and then click on the 'Storage Settings' button at the bottom right of your Accounts page. You'll now be able to use the pull-down menu to pick how you want to distribute your iDisk and .Mac email space.

allocate between their email storage and iDisk how they like. So if 10Mb still feels a little cramped, you can always get people to upload the files into your iDisk's Public folder. To change the distribution of your storage space, you'll need to go into your .Mac account settings. Follow the steps below to find out more...



3 Once you've saved your settings, that's all you have to do. If you sync your iDisk with a local copy, you may have to switch syncing off and then on again using the .Mac System Preference pane to get your local copy to be the right size.

checking with Apple support to see if you qualify for replacement fans – assuming that is the problem.

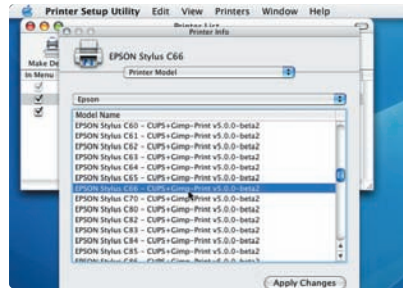
Printer problem

X Printer breaks. Go and buy another like it – an Epson Stylus C66 – then find it isn't Mac-compatible – aargh! I thought all Epson inkjets were supposed to work with Macs. James Lawson Email

Ever since Apple started using USB connectors and revamped its printing system for OS X, pretty much all the printer manufacturers have provided Mac drivers for their printers. But not all devices or printers work with OS X. Apple has a list of ones which definitely work at www.apple.com/macosex/upgrade/devices.html, so it's always a good idea to check it before buying a new peripheral.

As you've found out, the Epson Stylus C66 does not have OS X drivers. According to Epson, the reason it hasn't written any is that Mac users want lots of high-end features – and so no Mac users would buy a low-end printer like the C66. Of course, the fact there are no Mac drivers for the C66 might explain the lack of interest, too.

Help is at hand, though. Linux users are used to manufacturers not providing Linux-compatible printer drivers, so for years



Although all peripherals should work with Macs a lot don't, so always check before you buy

they've been writing their own as part of something called Gimp-Print. This works with the most common printing system for Linux, which is called CUPS – the Common Unix Printing System. Thanks to a surprisingly open and smart move by Apple, CUPS is also the printing system used by OS X 10.2 and 10.3 (10.0 and 10.1 users – it's time to upgrade). Apple has even included all the drivers in Gimp-Print 4.2 in Panther.

The latest version of Gimp-Print is 5.0b2, which includes lots of new printer drivers, including one for the Stylus C66. Visit the Gimp-Print home page (<http://gimp-print.sourceforge.net/MacOSX.php3>), download the latest version of Gimp-Print (and ESP Ghostscript if you have 10.2) and install it. You should then be able to detect the printer in the Printer Setup Utility/Print Center and pick a driver for the C66.

Gimp-Print 5.0 supports roughly 600 printers so anyone who has a printer that doesn't work with their Mac should try the software before giving up.

iDisk therefore I am

In issue 10, you suggest a setup for uploading information to iDisk. The suggested approach doesn't work for me when I try and use it with Dreamweaver – what am I doing wrong? Tom Shecklestone Email

Nothing, it turns out! We could have sworn those settings worked, but despite our best efforts, we can't get them to work again – which is odd, since they work in every other program out there. But never fear, there is still a way to access your iDisk from Dreamweaver.

First, you'll need to connect to your iDisk. If you have Panther, set up local syncing using the .Mac System Preference pane to have your iDisk constantly on your desktop. Alternatively, use the 'Go' menu to access your iDisk. Then in Dreamweaver, use the 'Manage Sites' command from the 'Sites' menu to access the settings for your site. Select either the 'Remote Info' settings in the 'Advanced' tab or 'Sharing Files' in the 'Basic' tab. Change the server from 'WebDAV' to 'Local/Network' and then select the 'Sites' folder of the mounted iDisk. Now click 'OK'.