

# Your questions answered

If you have a problem, if no one else can help, and if you can find them, maybe you can hire the *iCreate* team...



### Contact

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

### email:

[icreate@icreatemagazine.com](mailto:icreate@icreatemagazine.com)

### post:

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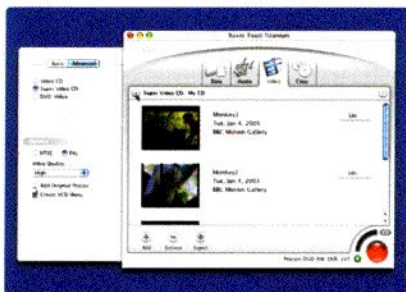
## Speaking in error codes



I received issue 15 of *iCreate* today and I was very pleased with the tutorial about burning video CDs with Toast. I immediately started to make one. I did exactly as was described in the tutorial and I got the following message: "Could not record the disc because of a Mac OS Error. Result Code = -39". I haven't the slightest idea what it means! When I tried to save it as an image, the same error code showed up. Saving it normally went well. Can you help me any further?  
**Charles Roels**  
Email

**A** The Mac OS error codes have mystified Mac users almost for a generation now. Ever since 1984, even though everything else about the Mac was user-friendly, the error codes have continued to be impenetrable. Which long-time Mac user can ever forget "Application crashed with error Type 1", for instance?

Here, the error code is -39. This means there's a problem with the file. Now there's all sorts of things that can cause that, but we'll run down a couple of fixes for you to try out. Firstly, make sure you have the latest version of Toast - it's now at version 6.0.9. Toast, Jam and the rest of the Roxio family of CD burning apps are quite prone to bugs that give -39 as an error, but Roxio has typically been very good at stamping them out whenever they've been found. So you need to make sure that you always have the latest version installed.



Getting strange error messages when burning Toast video CDs? Perhaps it's time for an update...

Now check the file itself. The full meaning of error -39 is "logical end-of-file reached". So the file might be damaged, or it might be too big to make into a video CD. Check that it's the right size and that it's playable in QuickTime. Booting up off your system CD/DVD and then running Disk Utility's Repair Disk function on the disk with your movie is a good follow-up, and if you have things like Norton Utilities or Disk Warrior, run them, too.

## iTunes therefore I am



I wanted to move my iTunes library, which is getting pretty massive now, from the partition I keep for the Operating System, to a partition I keep for permanent storage. I have placed aliases for the moved iTunes music library data file and the music library.xml file into the Music folder. Now when I open iTunes, it lists them fine, but



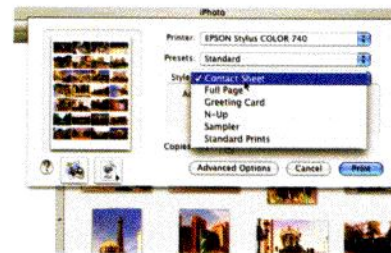
It's possible to switch the location of your iTunes folder using iTunes' Advanced preferences

## iPhoto printing problem



I am using a PowerBook G4 connected to a Lexmark X5150 printer/scanner/copier. I can print Word documents and Excel spreadsheets, but when I try to print any pictures from iPhoto all I get are thumbnail-sized prints. I have tried changing the obvious settings, but it's still happening. Can you help?  
**Steve Pickard**  
Email

**A** Weird. We'll try our best, though. You say you've checked the obvious settings but we'll run through them anyway.



## A question of style

**1** In the iPhoto Print window, check the menu marked 'Style' to make sure it doesn't say 'Contact Sheet', 'N-Up' or 'Sampler'. All of these options will result in thumbnail-sized prints.

## Dealing with a lingering problem

**X** I created an alias in the Finder Sidebar for a folder I was working with. I then deleted that folder before removing the alias in Finder's Sidebar. The upshot of this is that when I try to click on the alias, I get the message "the alias 'folder name' could not be opened, because the original item cannot be found". The folder is not in the Trash and I can't remember where on the hard drive the deleted folder lived to replace it. How can I remove the alias?

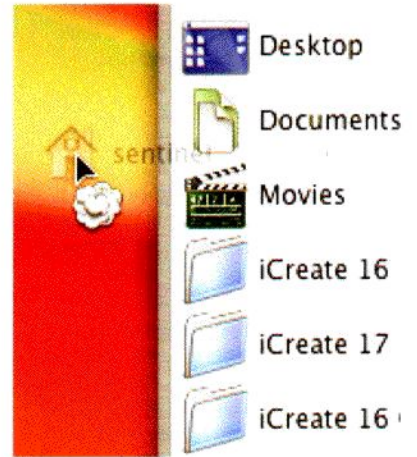
**David McClain**  
Email

**A** Fortunately, David, there is an easy solution. Instead of just clicking on the folder in your Sidebar, click on it, but hold down the mouse button and drag the folder out of the Sidebar. Then

release the mouse button. Your evil alias should be deleted in a puff of smoke.

Sometimes there can be a problem where the Finder will freeze while it looks for the folder if it was on a server or someone else's Mac. If you come across that problem - or any other - you can go to the Library folder in your Home directory, find the Preferences folder inside it and then locate the file called 'com.apple.sidebarlists.plist'. Drag it to the Trash then log out and back in again using the Log Out command in the Apple menu. You'll find your Sidebar is back to the way it was when you first started using Panther or your Mac, but the offending alias will have gone.

All that's left to do now is find your original folder. This should be easy if you know the name of the folder or one of its contents. Open a new Finder window and type one of these names in the Search box. OS X should be able



**Going up in smoke:** It's easy to add and remove items to a Finder window Sidebar. Just drag and drop...

to quickly ferret out the folder in question unless, gulp, you've accidentally deleted it...

program called Region X to reset the counter back to zero. It doesn't work with all drives and indeed can cause problems with some drives, so we wouldn't recommend using it if you're timid. Even worse are the firmware updates available on the Web: these have the ability in some cases to remove all region limitations altogether, but also have the ability to completely nuke your drive. We really wouldn't recommend using them.

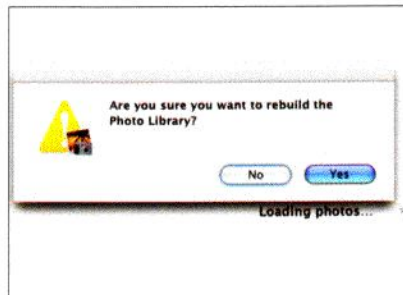
If tinkering with your firmware isn't wise, what can you do? Since one of your Macs is a desktop computer, based in Europe, we suggest you reserve it for Region 2 discs, and use your PowerBook for Region 1 discs. So when you're at home, you'll be able to play both quite happily.

What about when you're outside of Europe? Well, it's annoying, but with a little preparation, you can still watch your DVDs. Get hold of either Mac the Ripper or DVD Backup: these can decode your DVDs (once your DVD drive has authorised them). On your Region 2 Mac, decrypt any region 2 DVDs you want to take with you (they only take a few minutes each) and then copy them to blank DVDs using something like Roxio's Popcorn. Don't play them yet: when you're in America, your Fair Use rights will become active and it will be legal for you to play these DVDs there, but it will still be illegal for you to play them at home.

When you're out and about in Europe, it will be harder to be sure of your Fair Use


rights since some countries, such as the UK, have adopted the EU Copyright Directive, while others - Germany for instance - haven't. Always check before you go to see if you have the right to play your DVDs in your destination.

How about region three and four discs? We'd suggest steering clear of them or use them only on your home player. Or get yourself an external DVD drive (FireWire preferably) that you can plug into your PowerBook or Mac. But it's a thorny issue, and we'd really recommend checking with a copyright lawyer before messing around with DVD decryptors.



**Rebuilding the program's database at startup can solve several annoying iPhoto glitches**

## The corrupting library

 I have moved 2,500 photos from my PC to my iMac. The only problem with this is that when I try to burn a CD in iPhoto, it will

work for a small number of photos, but if I try to burn more than that, iPhoto appears to lock up. Eventually the CD ejects but I have to Force Quit iPhoto. Apple's support told me to try deleting the com.apple.iphoto.plist file in Library/Preferences. That did not work. Your expert assistance on this matter would be much appreciated!

**John Edwards**  
Email

**A** Well, if Apple is having problems fixing it, we reckon there's probably a bug in iPhoto causing this. Since iPhoto 5 is supposed to have better handling of large libraries and has corrected quite a few bugs in iPhoto 4's library handling, our first suggestion would be to try an upgrade to that. Even if it doesn't work, you'll still get all the worthwhile extras in iLife '05, so it won't be money down the drain.

There is also one thing that Apple's tech support might not have suggested, however, which might help you - try holding down the Command and Alt keys as you start up iPhoto. This keystroke combination, much beloved by OS 9 users who found it would fix all sorts of weird problems with their Macs, will get iPhoto to rebuild its library of thumbnails, etc, from scratch. It's possible that if there's corruption in one of your files, this action will fix it.

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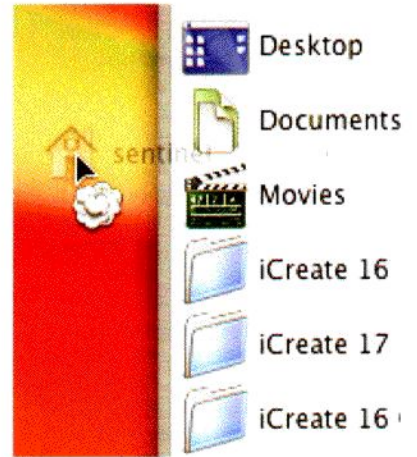
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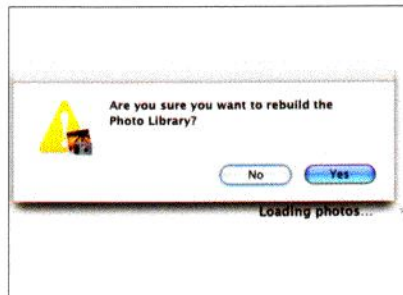
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## Power to the people?

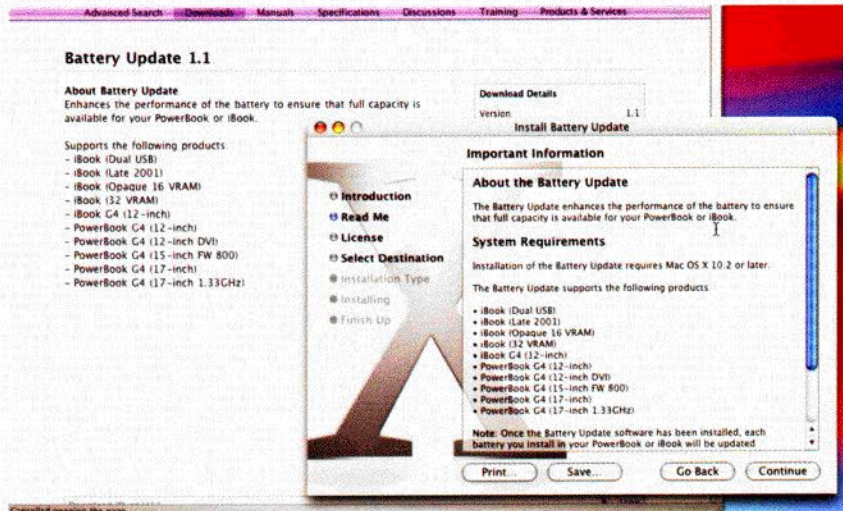


I was so pleased with my iMac G4 that I bought a 14-inch iBook as well. Recently, however, the laptop has been unable to detect the battery so I've no idea how much charge is left. It still runs off the battery and it runs off the AC adapter with no problem, but the charging indicator is always green, so I think it's probably not charging the battery. Have you any ideas?

Andrew Wilkinson  
Email

**A** There are three things potentially at fault here: the cable, the battery and the iBook. Since the iBook runs fine off AC, we know power is getting through on the cable. But the circuit for changing the colour on the plug could be broken: we've certainly seen older cables glowing green or orange the whole time, even when the battery is fully charged; the problem is usually fixed by using a different AC charger. New ones aren't cheap, though (£55 or so), so as long as your iBook continues to run okay, you may decide it's better to live with a permanently green charger than spend the money.

If the problem is with your battery, you could try letting your iBook completely deplete the battery and then recharge it – sometimes the calibration on the battery goes haywire and it's only by completely emptying it that you can fix the problem. If you have a spare battery (not cheap at £90



If your iBook battery is behaving strangely you might well benefit from installing Apple's battery update, which also improves battery capacity

either), try that and see if your problem comes from your other battery.

That just leaves the iBook, where a number of things could be wrong. Firstly, run the Software Update program and check if there are any battery-related updates not installed. Also, make sure you have the very latest version of OS X, since some of the unannounced fixes Apple usually includes with each update relate to battery power.

But there might be something more drastic going on. The iBook, like most Macs, stores some settings in something called PRAM and others in the Power Management

Unit (PMU). Holding down the following keys: Command, Alt, P and R when the computer starts up will reset the PRAM, clearing any corrupt settings. However, resetting the PMU is more likely to cure the problem (we've seen it able to wake iBooks from the dead before now, saving off more than one expensive trip to the repair shop). The instructions for resetting the PMU vary from model to model of PowerBook and iBook, so visit <http://docs.info.apple.com/article.html?artnum=14449> for instructions on how to reset your iBook's PMU.

## A different switcher

**X** Is it possible to switch back and forth between custom pictures in the Pictures panel of user accounts? I find I am unable to drop and drag anything into it. Also, is there a way to store a set of interchangeable personal images like you can do with the

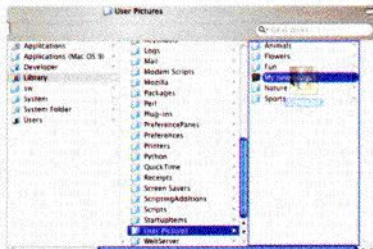


### A canvas for your ideas

**1** Open your images in a graphics program. Resize them using the 'Size', 'Scale' command on the 'Picture' menu to 48 x 48 pixels.

screensaver or the desktop options within the Pictures panel of user accounts?  
Iain McFadyen  
Email

**A** Funnily enough for a Mac, dragging and dropping images onto the account image doesn't change it.



### Adding to the collection

**2** Save them as TIFFs. Create a folder in the 'User Pictures' folder of the main 'Library' folder (not the one in your Home directory). Copy them into this folder.

However, you can copy and paste an image onto the existing image. Open up your image in Preview, 'Select All' and 'Copy' it using the 'Edit' menu and then 'Paste' into the account image after clicking on it. To access to a range of images, though, it's easier to add sets of images to Apple's own images.



### New faces of 2005

**3** All being well, the pictures should show up in the list of allowable pictures in the Accounts System Preferences pane.


when I try to play anything from the list for the first time, I have to locate the song. Is there a better method?

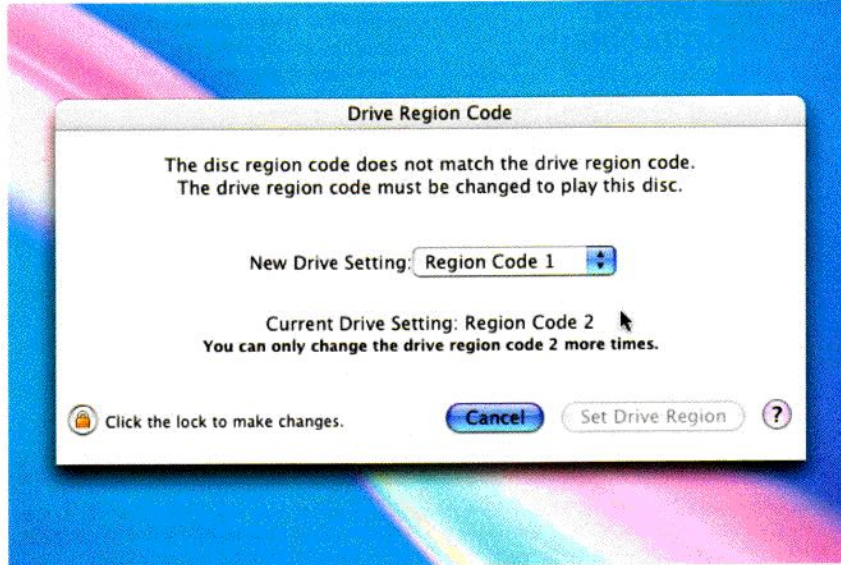
Simon Pollit  
Email

**A** You lucky man, Simon: there is indeed. iTunes actually tries to be quite obliging when you want to move your library somewhere more convenient than your home directory. First off, put back your data file and the .xml file in their original locations, replacing the aliases you have there. Then take a quick trip to iTunes' Advanced preferences. There, you'll notice an option at the top to change where your iTunes music folder is stored. Click on 'Change' and then browse for your library of music. When you've found it, click 'Choose', then quit out of the preferences and iTunes. Launch it again, and you should be able to access your music straight out. If you can't, you might have to re-import your library again, but dragging and dropping the whole lot should clear up the problem.

Now, if this sounds a little painful (and it could well be, we won't lie), a better solution for you might be to delete the folder in your Music folder called 'iTunes' and replace it with an alias to the folder containing your data file, xml file and music library (make sure they're all together in one folder). Rename the alias 'iTunes' and then launch iTunes. Fingers-crossed, everything will work out fine: iTunes does try to be helpful and actually rewrites the xml to reference your music files correctly, if it can.

## The DVD dance of death

 I am a relatively new Mac convert and the proud owner of a PowerBook G4 and a Power Mac G5. I am also a world traveller, a



However annoying copyright restrictions are, it's best not to mess around with DVD drive firmware

movie fan, constantly on the road, and a law-abiding citizen, even in cyberspace. I don't steal music, I don't steal DVDs, but I am enraged by the scalping practices of DVD producers who will not allow me to buy a DVD anywhere in the world and play it on either of my Macs anytime and anywhere I wish. I see no reason whatsoever why I should have to buy five or six versions of the same movie. Could you instruct this unusually timid Mac fan (particularly timid when messing with firmware is involved) on how I can defeat the DVD zoning restrictions on my Macs?

Robert Fowler  
Email

**A** You are entering into a scary legal minefield, Robert, as you correctly point out, so be very careful. Breaking

the encryption on a DVD is illegal in quite a lot of countries, and multi-region DVD players are in a particular grey area of the law, so we wouldn't advise anyone to try. A number of technological obstacles are involved, too.

Firstly, your DVD drive has to be capable of playing DVDs from any region. Most commercial DVD players have this facility disabled at the factory, and it's only because engineers might need to change the DVD's settings or because the factories want to sell the same player to different markets that they have this (usually hidden) facility at all.

Apple has been slightly lenient in its DVD drive policy: you're allowed to switch your drive's DVD region five times before it sticks to one region permanently. To change this behaviour, you could use a

## Apple updates

To make sure you have the latest software versions purring away on your Mac, click on the 'Apple' menu and open 'Software Update'. If you're connected to the Web, this utility will check out the status of your Mac and give you a list of the latest updates available. You can then tell your Mac to download and install them. Updates are constantly being released so check Software Update regularly for the latest list. If you're a .Mac member, log in to [www.mac.com](http://www.mac.com) and check out the latest goodies that you may not have spotted. For example, there's now a free satellite screensaver, plus 30% off the Freefall Satellite Simulator.

## Security Update 2005-002

A whole load of fixes for OS X's Java systems. It's 16.4Mb, but if you use Java or go to any Web sites where a coffee cup mysteriously keeps popping up, you should definitely download this.

## Xserve RAID Admin Tools

Strictly for big-time system admins. If you are one, get this; otherwise, steer clear.

## Mac OS X 10.3.8

Weighing in at 27.7Mb, this improves 3D graphics, file sharing with PCs and improves compatibility with third party programs and devices. It also includes previous security updates and appears to clear up a few minor annoying bugs from 10.3.7. If you plump for the OS X Server version, you'll get all of 10.3.8's improvements, plus a couple of minor fixes.

## iPhoto 5.0.1

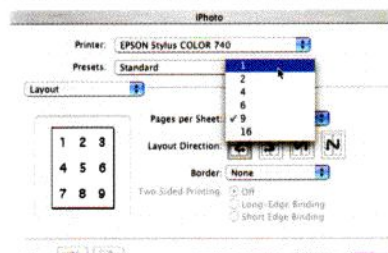
Lots of little fixes for dragging albums into folders, importing MPEG-4 movies and book creation.

## iMovie HD 5.0.1

This update will fix audio and video synchronisation issues, apparently.

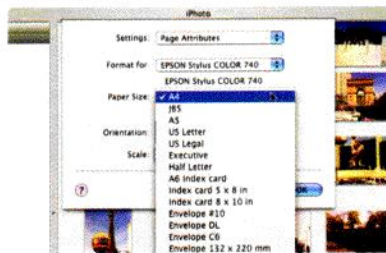
## iPod Updater 2005-02-22

Going for this 24Mb download will get you new software for the iPod mini, the iPod with dock connector, the iPod shuffle and finally the iPod with touch or scroll wheel.



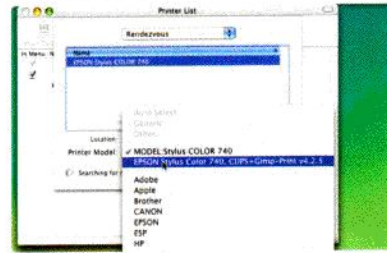
## Layout options

**2** If it's not, click the 'Advanced Options' button and scroll down the 'Cover and Pages' menu till you find 'Layout'. Make sure you've only got one print per page selected.



## Sizing up the problem

**3** If that doesn't work, quit the Print window and try the 'Page Setup' option from the 'File' menu to check the 'Page Size' and 'Format for' are correct for your printer.



## A driving force

**4** If these don't work, we suggest checking Lexmark's site for updated printer drivers or trying the Gimp-Print printer drivers at <http://gimp-print.sourceforge.net>.