



It's All On or About the Net

Maryland Is Getting Connected

Have you noticed? TV commercials. Newspaper ads. You name it. Everyone and their grandmother has a web page and they are advertising it. What? Has the local corner store gone away? No. But it's possible they are selling stuff on the Net. It sure is the rage. All because of computers and access whether by modem or high-speed phone lines or even using cable TV facilities.

This issue of your newsletter has some things to share from the Web about the Web! It's not all commercial out there. Governments are involved for various reasons, too.

Did you know that one of our members, Joan McNamara, is the Administrative Assistant to State Delegate Louise V. Snodgrass who serves Parts of Washington and Frederick Counties? Joan clued us in on the following web site:
<http://www.techmd.state.md.us>
(click on "high speed network")

Here is the main part of the data found there. Some is rather technical. However, take note to some items which are very interesting locally! Here is the text:

Maryland is currently building a high speed network which will serve as the backbone for transacting business over the Internet. The high speed network will ensure "any time, anywhere" services and Internet access to Marylanders. The network will allow citizens, businesses, and government to interact over a high-speed, robust, high-capacity backbone information transport system. It will improve economic development opportunities, education, health care and government services. It will serve as a national model for deliv-

ery of all government services.

Connecting existing computer networks in one common, larger network will establish a seamless communications environment across Maryland. This networking project, called NET.WORK.MARYLAND, will establish a statewide network that will:

- Provide universal access to the Internet for citizens, government, businesses, educational institutions, and health care facilities;
- Extend the robust resources of Maryland's metropolitan areas to our rural areas; and
- Create the powerful information technology infrastructure needed to offer goods and services to all Maryland citizens over the Internet.

NET.WORK.MARYLAND will improve the quality of life for all Maryland citizens. The new network is also called the high-speed backbone because it will serve as the spine for rapid information technology communication across the State. For example, NET.WORK.MARYLAND will link

- Oncology services from Johns Hopkins Hospital to the eastern shore and western Maryland so that a citizen may receive the best medical treatment regardless of their geographical location within the State;
- All colleges and universities in Maryland and provide the infrastructure for digital libraries;
- Businesses who produce goods with businesses who wish to purchase those goods; and
- Government agencies so that citizen services can be provided in the most efficient manner.

In addition, Maryland is building an Internet portal which will allow citizens, businesses, and government workers to transact State business over the Internet

(continues on page two)

Notice of Meeting
Saturday, February 5, 2000
9:30 a.m.
St. John's Lutheran Church

Oh Boy! Here's Some "Mac Facts"

There is a Mac club in Erie, Pa. which uses the email method to help with solving Mac problems. One day this Web address showed up from one of their members and it's a beauty!
<http://www.13idol.com/mac/macfacts.html>

The following is a large sampling of what was found there. Although some are a little outdated they probably still hold true. To see it all—log on!

To begin with a big headline states, "Most Hugest Page of Mac Facts," followed by "More substantiated facts about the Apple Macintosh than... well, anywhere."

Followed by "In a world without walls or fences, what use do we have for Windows or Gates?"

Here are some of the "facts" —

- Apple Computer just had its ninth profitable quarter in a row, and its stock price achieved another all-time high.
[Mac site nav bar]

PERCENTAGES

- 79% of all Macintosh computers ever shipped are still in use. (*Apple Installed Base and User Statistics, FY1997*)
- Mac users are 50% more accurate and 44% more productive than Wintel users. (*A.D. Little report*)
- Apple's market share is greater than that of Sony televisions, Tag Heuer watches, and the COMBINED shares of ALL European passenger cars sold in the U.S., including Mercedes, BMW, Volvo, Jaguar, and Porsche. (*Appliance Manufacturer & Market DataBook of Automotive News, June 1998*)
- The Apple iMac is the best-selling computer in CompUSA's 13-year history.
- The higher percentage of Macintosh computers, the lower the technical support costs. (*Gartner Group*)

(continues on page three)

News, Notes, Tips and Other Neat Stuff

YARD SALE ANYONE?

Is it too early to be thinking about our annual yard sale? Last year we had the event in Middletown in August. What should we do this year?

WATCH A FUNNY MOVIE

Here's a website with a movie (cartoon includes Steve Jobs).

<http://www.home.netscape.com/netcenter/unreel/>

Be advised, you will need Shockwave (downloadable) to view the flick!

TIP FOUND BY MIKE FRENCH

If your Clarisworks/Appleworks translators are failing try this. Find the Claris Folder in the System Folder. Open it. Find the Translators Folder. Open it. Select All. Drag them all to the desktop. Let go of the mouse clicker. Now click the mouse on one of the highlighted icons and drag them back into the Translators Folder. Hope for the best!

NOMINATIONS FOR OFFICERS COMING IN MARCH

Yes, it's soon "that time again." Be prepared for the March meeting with names—yours included!

FIND THE APPLICATION

Somewhere on your hard drive you should have an app entitled DataViz FileView (it comes with the original software on many Mac computers). Make an alias and place it on the desktop. Next time some file won't open because you don't have the application or you don't know which application to use, drag it over the FileView. You will see the name of the application and if there is text you will see that also even though there may be a little garbage included. This little gem allowed your editor to see the creator of a couple of files found on a 1993-vintage floppy. One was made using BeagleWorks (remember that one) and the other was from PublishIt! (another application from way back when).

MAKE A HYPERLINK USING A.O.L.

So you want to include a link in some email you are sending. Open the Favorites from the menu bar. Open any folder as needed. Click and drag the "favorite" onto the open letter. There's your link ready for the recipient.

The CVAUG MONITOR

The Newsletter of Cumberland Valley Apple Users Group
Editor: Bob Kurtz (Secretary) — 301-416-7272
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(Maryland Connected from page one)

from one site. This means that people will be able to accomplish such activities as obtaining licenses, paying taxes, and voting from one Internet site. This portal will be called eMaryland. For more information about eMaryland, please contact Leslie Sipes, Maryland Department of Budget and Management.

The high speed network will begin as a "network of networks." It will build on networks developed over the last four years and provide the lowest possible cost with the highest possible access to services.

To build Net.Work.Maryland will require a planned approach spanning more than one year. During the first year of the plan, some level of service will be provided as soon as possible using leased services. Concurrently, efforts will be underway for engineering, designing and building a higher capacity infrastructure using recently acquired fiber. While the previous sections

of this report have outlined the educational, economic, and social value of creating a high speed network, the five year plan outlines the physical implementation of Net.Work.Maryland.

The proposed design is a hierarchical network. This design allows for an efficient means of connecting regional facilities to regional POPs [Points of Presence] that are connected to one of four switches that manage traffic on the backbone. The design includes three major components:

- LATA Crossing

The State will install backbone circuits and switches in each of the four Local Access Transport Areas (LATA), thereby creating regional, or primary, POPs. LATAs are geographical areas defined by the Federal Communications Commission that separate local service areas. If circuits transgress the service boundaries, inter exchange carrier (long distance service) will provide service. The costs to customers rise significantly when LATAs are crossed. Therefore, a common practice is to build one high-speed circuit to traverse the LATA boundary rather than several. By hubbing all intra-LATA service to the backbone, costs can be reduced significantly.

- Local Points of Presence

The State will build secondary Points of Presence (POP) that are connected to one of the backbone switches. A secondary POP would be the gateway to the high-speed backbone and can accommodate many different applications from educational distance learning to library services. The POPs can then be used as hub points for a variety of regional networks to gain access to the backbone.

- Stakeholder Network Connectivity

The State will assist stakeholders in upgrading key components of their networks to connect to the regional POP. Individual stakeholder local networks would connect to the local POP, which would be connected to the high-speed backbone.

This design makes possible one of the key concepts of Net.Work.Maryland — that of creating a Network of Networks. The

It is in the best interest of the State to develop the fiber optics it will own as a result of a recently negotiated resource sharing contract...

Network of Networks allows multiple stakeholders who already have well developed networks to connect to the statewide backbone instead of building their own costly wide area connections. This provides for reduced costs to the stakeholders, allows for possible interconnectivity between stakeholder-specific networks (i.e. education and Sailor) and provides higher bandwidth that can accommodate growth. In the near term, the State of Maryland will purchase adequate bandwidth between each of the LATAs to provide the gateways and extend metropolitan resources to Maryland's education, government, and health care communities. This will assist all regions of the State in their economic development efforts. This is the first step in providing services to remote areas of Maryland which were previously only available in the metropolitan areas, such as the choice of long distance carriers. The LATAs will be connected in a manner that will provide some redundancy. Initially, the recommendation is to install OC3 connections in the following regions:

1. Baltimore to Silver Spring;
2. Baltimore to Hagerstown;

(continues on page four)

(Mac Facts from page one)

- In a nationwide survey of 22,000 creative firms, 77% of them plan to purchase Macintosh computers in 1999, outselling both Windows and Windows NT by an astounding margin of over 3 to 1. The research company stated, "Apple continues to dominate the creative markets." (*TrendWatch 1999 Creative Atlas Guide*)
- An estimated 80% of all professional music production somehow involves an Apple computer. (*MSNBC, 6/97*)
- 72% of the alumni of Rochester Institute of Technology — arguably the world's oldest (1830s), largest and best school of photography and printing in the world — own Macs. ("*Contact Sheet, the RIT alumni news letter*")
- More than 57% of Web sites that use video use QuickTime [to deliver it]. (*Apple Computer*)
- On average, the cost to develop and support Windows applications is 50% higher per dollar of revenue than the cost to develop for Macintosh. (*Software and Information Industry Association*)
- Among U.S.-based professional website design firms, 48% of all sites are created using the Mac OS, more than any other platform. (*WebWeek Magazine, 1997*)
- Macintosh software comprises over 18% of all software sold. Macintosh users actually use more applications than Windows users, citing ease of installation of Mac applications as one of the reasons. (*Software and Information Industry Association*)

POSITION

- Mac OS X Server outperforms both Windows NT and Sun servers at all tested load volumes; for 100 users, the Mac served over 3 times more pages than the Sun, and over 7 times the NT. (*NewMedia, 6/99*)
- Apple Computer holds more than twice as many computing patents than does Microsoft.
- Apple is the #1 computer vendor in Japan. (*BCN, 2/99*)
- Apple is the #1 computer company in Australia. (*IDC*)
- Consumer Reports rated the Macintosh #1 in Performance & Reliability, #1 in Customer Satisfaction, and #1 in Fewest Repairs. (*Reported Sept. 1997*)
- There are just as many Mac users as users of Windows 95. (*Microsoft, 5/98*)
- The 300MHz G3 PowerMac delivers better graphics performance than a 400MHz Pentium II system. (*PC Week*) [Now even faster G4s exceed high-speed Pentiums—ed]
- As of March 1999, Apple Computer is the

third largest manufacturer of computers in the world. The fourth is IBM.

- Steve Jobs and Steve Wozniak, inventors of the Apple computer, were recently named the 5th most influential businessmen of this century. Bill Gates is 50th. (*L.A. Times*)
- Apple is ranked #223 on the Fortune 500 list, ahead of Upjohn, Hilton Hotels, General Mills and Bethlehem Steel. When you take the Fortune 500 and rank them based on shareholder return in the past 12 months, Apple is number 5. (*News article re: Barron's 500*)

DOLLARS

- Spending on systems integration, professional services, and outsourcing to address the Year 2000 ("Y2K") problem in computers will reach \$280 billion between 1997 and 2002. (*Killen & Associates, 1997*) [The Macintosh OS has been able to handle 4-digit dates since its inception in 1984.]
- Apple Computer has a cash surplus of \$3.6 billion. (*1/19/2000*)
- A Mac-using creative professional [software] produces \$26,441 more annual

"The Macintosh may only have 10% of the market, but it is clearly the top 10%."

— Douglas Adams, at the 1996 WWDC)

revenue and \$14,488 more net profit than a comparable Windows user. Mac-based media-creation studios achieve payback on a new platform in 4.6 months, while Windows NT takes over 12.5 months. (*GISTICS 1997 study of over 10,000 media-producing firms*)

- A business Mac user gets \$24,000 more work done per year, his or her computer is down 14% less, and it costs less to support than any other platform. (*Gartner Group*)
- A private firm, VirTech Communications, set up a Mac server and offered \$15,000 to anyone who could gain unauthorized access. No one could. (*NY Times, 12 April 97*)

BIG NUMBERS

- Apple sold more than 1.3 million Macs in the past quarter, which was the highest quarterly sales volume in Apple's history. (*MacWeek article on Steve Jobs' Macworld 2000 keynote speech*)
- Apple sold 800,000 iMacs in less than half a year, making it one of the most successful computer launches ever.
- Power Computing sold over 100,000 MacOS computers in its first year, which is more than Compaq, Dell, and Gateway did in their first years COMBINED. It was the largest first-year sales of any computer maker in history.
- Motorola sold 50,000 MacOS computers in its first 7 weeks of existence, the fastest initial sales figures ever for a computer

company.

- When NASA's Johnson Space Center in Houston switched from Mac to Windows, help desk calls grew consistently from 68,000 calls to 142,000 in two years. Ultimately, Congress decided the switchover violated the government's "open procurement" law, but it was too late to switch back.
- Other than Word macro viruses, there are over 20,000 PC viruses, yet only about 50 Mac ones. Also, there is no Mac virus that can destroy your hardware. Some PC viruses can zero out the flash BIOS and render the computer totally inoperable.
- There are 1,889 Mac-only software titles.
- In the business world, the industry standard for Windows systems is one support technician for every 25 to 60 computers. By contrast, the standard for Macintosh support is one person for every 100 to 200 machines. Gulfstream, a company that manufactures jets, has ONE administrator for 450 Mac workstations.
- The average Wintel home user spends between 50 and 60 hours each year troubleshooting their computer. The average Mac user spends less than 5.
- A new Mac is sold every 9 seconds.
- PC support costs are 8 times as high as Mac support.

(*McDonnell Douglas*

Corp.)

- PC support costs are 4 times higher than Mac. (*Gartner Group*)

STRANGE BUT TRUE!

- The architectural firm that designed Bill Gates' \$50 million residence, Bohlin Cywinski Jackson in Seattle, is a Mac shop.
- The high-tech electronics inside Gates' mansion are Windows-based. The first evening at home, his drop-from-the-ceiling big-screen TV would not shut off — Gates had to throw a blanket over it to get to sleep. (*Barbara Walters 20/20 interview*)
- Bill Gates did not "invent" DOS, the operating system that begat Windows. His company bought code called QDOS ("Quick and Dirty Operating System") and polished it. ("*The Six Serendipities of Microsoft*") [Note from the editor of the original version of this data: Let me just say now that this fact comes from the best anti-Microsoft website in the world. You should bookmark Boycott Microsoft, and check it out — it'll amaze and scare you, and embolden you to fight for the Mac.]
- Until only very recently, Intel's advertising agency was an all-Apple shop with over 600 Macs used to create ad content.
- The Navy missile cruiser USS Yorktown suffered a crippling systems failure when its Windows NT operating system tried to

(*continues on page five*)

- 3. Baltimore to Salisbury;
- 4. Hagerstown to Silver Spring; and
- 5. Salisbury to Silver Spring.

Interfaces to each LATA switch will be separate and use the existing PSC Tariffs or State Contracts. Because of the distance between major hubs and the inter-LATA interfaces, tariff ATM [Asynchronous Transfer Mode] service is recommended until State fiber is installed across the regions.

Net.Work.Maryland will manage bandwidth utilization by employing Asynchronous Transfer Mode (ATM). ATM gives Net.Work.Maryland the ability to divide the backbone into multiple Permanent Virtual Circuits (PVCs), each of which can be assigned to a separate user or user community. This design strategy allows deployment of multiple logical networks and individual management of the data requirements of these logical networks over the common physical backbone. The effect of the strategy is to allow each user or user community to have just the bandwidth, management, and services required for their unique needs. For example, higher education currently has a private network over its own infrastructure called UMATS. In the Net.Work.Maryland model proposed, the follow-on to UMATS could support all of education in the State and would be given a PVC in the common infrastructure and appropriate access points near educational institutions. This would benefit education by allowing higher performance and less expensive connections than could be provided only with educational resources. By using the shared resource model, more efficient use of existing State resources will be accomplished.

It is in the best interest of the State to develop the fiber optics it will own as a result of a recently negotiated resource sharing contract with Level 3 Communications. The agreement provides for the following interconnected fiber optic segments:

- Baltimore to Delaware—Interstate 95 - 48 fibers for Maryland
- Baltimore to DC—Interstate 97 to US 50 to MD 704—48 fibers for Maryland
- DC to Frederick—Interstate 495 to Interstate 270—48 fibers for Maryland
- Frederick to PA (near WV line)—48 fibers

- Interstate 70 to Interstate 68—48 fibers for Maryland
- Nice Bridge to DC—Interstate 301 to MD 227 to DC—48 Fibers for Maryland

As part of the negotiated agreement, all segments are interconnected and several spurs for the State's use will be built. Two of the key spurs are to the State Highway Administration's Statewide Operations Center and District 3 Office which are both connected to the State's existing fiber along I-95. This enables a link to the existing node at the University of Maryland's College Park facility. This means that the State will be able to link the State's entire fiber optic cable holdings.

The key to developing the dark fiber obtained from the Level 3 deal will be to immediately begin the engineering work necessary to design a high-speed OC 192 network, define the interfaces and necessary network upgrades for stakeholder networks.

In 1998, the Maryland Legislature created the Task Force on High Speed Network Development to examine the need for and development of a high-speed network for Maryland. In 1999, at the request of the Task Force, the Legislature appropriated \$6,000,000 to begin the creation of the high-speed network and to develop several pilot projects that would demonstrate the benefits of such a network. The goal is to build a network infrastructure that will be the foundation for years to come and provide universal access to information for the citizens of Maryland. Two of the primary goals of the high speed network project are:

- Connect each of the State's four Local Access Transport Areas (LATAs) to create a common backbone as well the development of common standards that will enable many networks to interconnect with the backbone and with each other. The backbone will provide very high-speed, long-haul capacity. The backbone will enable consolidation of redundant wide area networks, reduce costs, and provide very high capacity to handle multimedia applications including voice, video and data.
- Provide an interim backbone composed of predominantly leased lines, but that will also use the State's existing fiber optics gained through resource sharing. Resource sharing is a concept by which the State provides access to its highway and/or transit rights of way in exchange for fiber optic

cable and/or revenue. This interim step will provide service to key stakeholders at reduced cost while a larger and more robust network infrastructure is developed.

Some of the high speed network's pilot projects are:

- Remote Treatment Planning for Oncology Patients

This pilot project involves utilization of the high speed network for remote treatment planning in radiation oncology. This will enable cancer patients in the more remote parts of Maryland to have access to the same high quality of health care now available in the metropolitan areas.

- Information Technology to Support Public Health

This project creates the beginnings of a statewide telehealth network by providing high speed network connections to a number of State agencies, trauma centers, care delivery centers and schools. Once in place, the network could be used for teleconsulting with specialists at the major trauma centers.

- Educational Connectivity

Higher education in Maryland has over the years built a network that serves the needs of the participating institutions for data networking and teleconferencing. Net.Work.Maryland enhances the work already completed related to educational connectivity. It provides a common in-state network to interconnect all educational institutions in Maryland. This allows quicker response for network-based interactions and the ability to support services that may not be available on a general national Internet. The vision is that the high-speed network will be the backbone of these enhancements.

All of these projects support the vision of providing universal access to information and services for every citizen in the State of Maryland. The high-speed network will enhance the lives of Maryland citizens by improving education, strengthening the economy, and providing healthier and safer communities.

(For the remainder of this text—a long list of names, phone numbers, email addresses, etc., log onto the web site.)

(Mac Facts from page three)

divide by zero. "Even a \$3 calculator gives you a 'zero' and doesn't stop executing the next set of instructions", said an engineer with the Atlantic Fleet Technical Support Center. The ship ultimately had to be towed into the Naval base at Norfolk, VA.

- The "Shut Down" command in Windows is located in the "Start" menu.

- Numerous case studies from The Aberdeen Group, a Boston-based consultancy, have shown that companies migrating to Windows NT suffer greatly increased costs and user dissatisfaction. (*Michael Kucsak, Information Systems Coordinator*)

- Windows does not even perform such simple checks as verifying that there is enough space on a volume before copying data to it. For example, if you tell it to, Windows will begin copying your 900 MB hard drive onto your 1.4 MB floppy disk.

- When technology reporter Don Crabb visited the COMDEX '98 computer show, he noticed that a substantial number of booths were running their Windows product movies and slideshows on PowerMacs. "When I asked some of these vendors why, the answer was always, 'Because we don't

have much setup time and little time to fix it if it crashes. So we run on a PowerMac and have done with it.' In a half-dozen Pentium-based presentations I sat through, the crash rate was a spectacularly bad five out of six." (*ZDNet Tech News*)

LASTLY, TWO ILLUMINATING STORIES

- The Software Publishers Association "Ultimate Mac vs. Windows Challenge" pitted a senior technical editor from Windows Sources magazine and his assistant against a 10-year-old Mac user. In a series of real world tests (assembling the computer, connecting a printer and a Zip drive, connecting to the Internet, etc.) the youngster finished in HALF the time taken by his opponents.

- "I have worked for the NYC Dept of Sanitation for over 14 years now and I have NEVER seen a Macintosh of any type placed out for trash collection. I have also asked the men who work for me to please recover and bring in any Mac they ever find out there. I have never had one brought in yet. On the other hand, I have spotted many dozens of that other kind of computer in the trash piles. Apparently even the trash pickers out here aren't interested in picking them up." (*Claude Nolan, NYC Dept. of Sanitation, as quoted on the EvangeList*)

IT'S SOOOO EASY

- Double-clicking on a Mac document

automatically opens the application that created it — no matter where the app is on your hard disk, your network or your server, no matter what that document is named.

- You can transfer an application from one Mac to another simply by copying it — and it will usually work perfectly. And you can transfer a file from any Mac to any other Mac — even from 1989's System 6 to today's OS 9 — without the file name changing.

- You can perform a clean installation of the Mac OS without erasing any other contents of your hard drive.

- You can change the icon of any object on your Mac desktop — file, folder or hard drive — by copying and pasting.

- You can rename your Mac's hard drive simply by highlighting the icon and typing in the new name.

- You can network two older Macs together (and transfer files) with just a basic printer cable.

- You can use the characters /, ? and " in a Macintosh file name (e.g. Inventory/July, Current?, "cool stuff")

**"Market acceptance non-withstanding,
Windows is far, far behind the Macintosh."**

(Computer Reseller News)

- When you drag numerous folders and their files to the trash, the Mac maintains their hierarchies until they are deleted.

- Having to perform a low-level format on a Macintosh is EXTREMELY rare, and most owners NEVER have to re-install their operating system.

Maybe you guessed it, but none of the above statements is true for Windows 95.

Now, re-read the statements with that knowledge.

And if you knew how often some Windows users had to resort to erasing data to fix a problem, your jaw would drop.

I mean really, you tell me which is easier to figure out:

"Open Transport Library," "QuickDraw 3D Viewer," "Speech Manager," or...

"CONFIG.SYS," "BOOTSECT.DAT," and "MSCDEX.EXE"??

GIVE ME A BREAK!!

You can always tell when Mac software has been ported from Windows — they'll often lazily maintain the convoluted, confusing names. No self-respecting Mac programmer would name his file "MSL.C.PPC.DLL." WINDOWS 98!

It's new and impro— Uh, nevermind.

- The setup routine for Windows 98 deliberately disables files used by competitors' software and installs different versions of those files ("for the use of Win98").

The specific program that performs this is

never mentioned, and is buried 7 menus deep.

- Several PC makers warned their customers to take a "go slow" approach upgrading PC hardware to Windows 98. But many of these caveats were removed from the PC makers' websites — under direct pressure from Microsoft.

- "I don't see any compelling reason to buy Windows 98, except for the bug fixes." (PC Magazine's John C. Dvorak, "Don't pay for Windows 98!")

- Just 6 weeks before its release, Bill Gates demonstrated Windows 98 at the Comdex computer show in Chicago. As soon as his assistant plugged in a scanner, Win98 crashed.

- An article in the British magazine ComputerActive reports that 47% of readers say they now regret having upgraded from Windows95 to Windows98.

BTW, this particular article, though promoted on the cover, is not on the online site.

- Windows 98 requires 340 MB of hard disk space. Mac OS 8.1 uses only 140 MB. [OS 8.6 is about the same—ed]

- PC-oriented industry expert calls Windows 2000 a failure. And Microsoft secretly agrees. (But they fixed it, right?)

- Microsoft recently dared hackers to

break into their server with the latest beta of Windows 2000 and its firewall. Before anyone could, the server crashed by itself!

(*ZDNet*)

- Months after installing a brand new \$100 million network of PCs and servers to automate all aspects of their business, Hershey's (chocolate) is still reeling from the problems created — which are actually causing drops in both their stock price and their market share. Herhsey's has agreed with vendors that it is not the specific applications they are running — and they can't be certain when they will be back up to speed. (*Kiss your Hershey treats goodbye, ZDNet News*)

QUOTES

- "The (Windows) system is so complicated...that it has become unusable...even by geeks like me. (My system crash has been) a nightmare in which even the experts couldn't solve my problems, leaving me at the mercy of an impenetrable and unpredictable system." (*Stewart Alsop, longtime PC column author and Wintel supporter.*)

Others words used by Mr. Alsop included "unmanageable" and "ghastly".

- "Windows has become a bloated, unwieldy product only experts can use without confusion, crashes and endless compatibility problems." (*Windows magazine*)

(continues on page six)

(Mac Facts from page five)

Editor-in-Chief Mike Elgan's "Open Letter to Bill Gates" May 1998)

- Listen to another popular PC columnist, John Dvorak: "The original idea behind Windows was to provide a common set of drivers for common devices to take the burden of writing them off third-party developers. But the coders have developed competing DLLs and now can't code a program that just runs. Instead, it is tied into the OS in such convoluted ways that it's a miracle that it works when installed." ("The Thrill is Gone", PC Magazine, 21 April 1997)
- "Intel chairman Andy Grove, co-developer of the 'Wintel' PC, has seen the future of computing and it is a Macintosh." ("Andy Grove Loves His iMac.", TIME Daily, 23 Sept 1998)
- "Because there is such a gap between (using) the PC and the Mac platforms, converts come across as having a messianic quality. It's like having a pain suddenly disappear. You're so happy the pain's gone you want everyone to be as happy as you are." (Ryan Lanctot, in a response to the Alsop article above)
- "Market acceptance notwithstanding, Windows is far, far behind the Macintosh." (Computer Reseller News)
- "I wonder if in part why so many people are angry at Microsoft is not just because their products frustrate them so much, but also because this frustration is ignored. The computer makes people feel like they are dummies, when in fact it is the computer that is stupid." (Rosalind Picard, Associate Professor of Media Technology at MIT, April 1998)
- "Every time you get a dialog box you don't understand, you ought to get a nickel from Microsoft, and every time it crashes, you should get a dollar. That would make Bill Gates homeless and me a rich man." (Ben Shneiderman, University of Maryland computer science professor)
- "PC users brag about what the media has said about their computers; Mac users brag about what they've done with their computers." (Neal Porter)
- "I wrote an ad for Apple Computer: 'Macintosh — We might not get everything right, but at least we knew the century was going to end.'" (Author Douglas Adams, on the Y2K problem)
- "The Macintosh may only have 10% of the market, but it is clearly the top 10%." (Douglas Adams, at the 1996 WWDC)
- "I have yet to witness an incident where the PC bailed the Mac out of a problem." (Aaron D. Lewis)
- "Macintosh — because you can see right through Windows." (James A. Best, Winnipeg)
- "The Apple Macintosh: Because sometimes Windows are just a pane." (Andrew Artero-Boname; Agana, Guam)

- "INTEL INSIDE" - The World's Most Widely Used Warning Label
- The [software] box said "Windows '95 or Better" ... so I got a Mac.

FROM ONE OF APPLE'S BIGGEST EVANGELISTS

- "When it comes to computers, unlike any other product I can think of, the prestigious or right or smart thing to do is portrayed as buying the same thing that the rest of the world does. What other product can you name where people are supposed to say, 'Gosh, I want to be the same as 95 out of 100 people'?" (Guy Kawasaki)
- "Do you always buy the market-dominant

product simply because of that market dominance?" (Guy Kawasaki)

- "Saying Windows is equal to Macintosh is like finding a potato that looks like Jesus and believing you've witnessed the second coming." (Guy Kawasaki)
- "Pigs will floss before I own a Wintel computer." (Guy Kawasaki)

ONE FINAL THOUGHT!

- "The surest way to corrupt a youth is to instruct him to hold in higher regard those who think alike than those who think differently." (Nietzsche)

SAFETY ALERT

(The following was received via email from Ron Straw of Cumberland, Maryland. Ron is a member of the Mac club located there. Although this is not a computer-related safety issue your editor feels it is worthwhile to pass along this information.)

I feel that the following is information that anyone who uses a microwave oven to heat water should be made aware of.

About five days ago my 26-year old son decided to have a cup of instant coffee. He took a cup of water and put it in the microwave to heat it up (something that he had done numerous times before). I am not sure how long he set the timer for but he told me he wanted to bring the water to a boil. When the timer shut the oven off, he removed the cup from the oven. As he looked into the cup he noted that the water was not boiling but instantly the water in the cup "blew up" into his face. The cup remained intact until he threw it out of his hand but all the water had flew out into his face due to the buildup of energy. His whole face is blistered and he has 1st and 2nd degree burns to his face which may leave scarring. He also may have lost partial sight in his left eye.

While at the hospital, the doctor who was attending to him stated that this is a fairly common occurrence and water (alone) should never be heated in a microwave oven. If water is heated in this manner, something should be placed in the cup to diffuse the energy such as a wooden stir stick, tea bag, etc. It is however a much safer choice to boil the water in a tea kettle. Please pass this information on to friends and family.

Regards,
Mike J Tucker
Safety/Security Officer
Ron & Carol [Straw]