

August 18th, 2005

Please consider dining at C&M. By increasing the number of diners, we ensure that meeting costs remain low.

Help Desk with Tom Davis: to 6:45pm

Meeting 6:45pm

- New Members/Introductions - Brian Fountain
- Dues - Ray Kallman

Feature Presentation - **Using iDVD & iMovie to make "Keepsake videos"** - Brian Fountain

- **Wrap Up** - Brian Fountain

•• **Tip Jar**

Please remember the restaurant staff need to clean the room after the meeting. They need us out of the room by 8:20pm. *Thanks!*



miscellaneous mac stuff:
iBook sale creates chaos



by Olympia Meola & Alexa Williams
Richmond Times-Dispatch
August 17, 2005

Chaos erupted Tuesday morning at Richmond International Raceway as people stampeded through the gates in a rush to buy used iBook laptops for \$50 each. Mothers clutched their children for protection, people screamed as they were knocked to the ground, a stroller was demolished, cars inched through the crowd. "I can't believe people are so barbaric," said Grace Wang, a rising senior at Henrico County's Godwin High School.

The crowd started forming at 1:30 a.m. as Henrico residents and taxpayers began to arrive. By the time dawn broke, people on foot had formed a line half a mile long. Others waited in cars parked nearby or milled about the entrance to RIR. An official estimate put the crowd at 5,500. Other observers estimated a crowd size more than twice that.

When gates opened just before 7 a.m., the crowd had already grown surly, many in the crowd yelling to police officers who said they were just trying to keep people from "inciting a riot." When the gates swung open, the stampede -- literally -- began. "We were just coming in the door and everyone was just pushing," said one J.R. Tucker High School student who was sitting on the ground with a bloody foot after getting caught in the rush. "We just fell down and everyone trampled on us." Several people sustained minor injuries. One person was taken to the hospital with a leg injury, Battalion Chief Steve Wood said at an afternoon news conference. In all, 17 people were treated, the majority for heat- or diabetic-related problems, he said.

Inside the gates, a second crush surged outside the warehouse where the laptops were being sold as people pushed to get

see MacRiot, back page

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Next Month

- Sept. 8 - Open Forum
- Sept. 15 - NeoOffice J Open Office Suite

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Brian Fountain, President - Tom Davis, V-P - Ray Kallman, Treas. - Frank Smith, Ambassador - Jamie Lewis, Master-at-Arms - Jan Cook - Brian Haven - Lynn McAlpine - Gus Blank, Board Members

MacRiot continues:

through the door. Police struggled to keep the crowd under control and relieve pressure on those at the front. Lester Caudill consoled his crying 14-year-old daughter outside the warehouse, while waiting for a family member who made it inside. He said his family had waited at the gate since 3 a.m. "It's like the people are going to die if they don't get a computer," he said. "This is like the last chopper out of Saigon."

The scene calmed significantly when police back-up arrived and barricades were erected. Inside the warehouse, the pace slowed and people civilly purchased all 1,000 laptops for sale.

The schools are getting a new fleet of Dell laptops for high school students and teachers next year, so the county sold some of the Apple iBooks used by students during the past four years. The sale was originally to be open to the general public but Henrico supervisors changed the county code to give residents or taxpayers first dibs. Paul Proto, director of general services for Henrico, said he believes the county took all the necessary measures for the sale. Organizers anticipated a crowd and arranged for five off-duty officers to monitor the gate. Back-up officers were soon called. "What occurred at the gate was unfortunate," Henrico police Chief H.W. Stanley Jr. said. "If we had had 100 officers at the gate we would have had a problem."

Police spokesman Lt. Doug Perry said many responsible residents turned out, but apparently so did some irresponsible ones. "A few bad apples forced their way in and caused some people to be injured," Perry said. "Our officers immediately took control of the situation with the resources we had here."

Some who had waited criticized the event's organization and offered suggestions, including shutting down the sale amid the chaos or employing another sale method. Proto said setting a firm price is the typical method of selling surplus computer equipment and that auctioning or soliciting bids for the items were not practical options. Some people managed to make money off the sale -- one man sold his laptop on-site for \$200. An eBay entrepreneur was offering 100 T-shirts for \$7.50 apiece that read: "I went to Henrico County for a \$50 iBook . . . but all I got was kicked in the [vulgarity]." By 7 p.m. a dozen had been ordered.

and from the *Virginian-Pilot's* editorial page today:

iBook free-for-all

The photos could have originated in Baghdad or the Gaza Strip. But no. The scenes of mayhem gracing state newspapers this week originated at the Richmond International Raceway in Henrico County. Thousands of people started lining up in the wee hours to buy used Apple computers from the school system for \$50 each. When the gates opened at 7 a.m., a melee erupted. Seventeen people were hurt — four required hospital treatment — as would-be buyers pushed, shoved and clawed their way forward. The disgusting behavior offered yet another unwelcome reminder of how easily the veneer of civilized society cracks. Computer skills, it appears, are the least of the lessons that need teaching in one of Virginia's largest school division.

Obviously, the editors of the Va.-Pilot have never used a Mac!

Study: Dell customer rating plunges, Apple leads pack

By Tom Krazit, IDG News Service
Tue Aug 16, 9:24 AM ET

U.S. consumers lambasted Dell Inc. for poor customer service in a survey conducted last quarter, sending the world's largest PC vendor into a virtual tie with the rest of the PC market behind the industry-leading efforts of Apple. For the second year in a row, Apple received the best rating from PC buyers in the American Customer Satisfaction Index (ACSI), said David Van Amburg, general manager of the ACSI. Apple received a score of 81, compared to an industry average score of 74. The Cupertino, Calif., company's focus on product innovation and customer service has won it a cadre of famously loyal customers unlike any other PC vendor, Van Amburg said. Apple also received a score of 81 in 2004.

SPECIAL OFFERS - APPLE USER GROUP BULLETIN -

If you do not subscribe to the Apple User Group Bulletin check out: <http://lists.apple.com/mailman/listinfo/augb>.

Often there are discounts available only to User Group Members. You must get on the mailing list to receive notification and procedures to obtain discounts.

Apple Releases Security Update 2005-007

Apple Computer today released Security Update 2005-007 for both client and server versions of Mac OS X 10.3.9 Panther and Mac OS X 10.4.2 Tiger. The update includes a number of patches to Apple software (such as Mail, Safari, under-the-hood technologies like the Quartz and CoreFoundation frameworks, and, in Mac OS X Server 10.4.2, the Server Admin tool used to create firewall policies). Apple also patched components of Mac OS X's Unix underpinnings, including OpenSSL, the X11 windowing system, Apache 2, CUPS, Kerberos, and zlib. Apple recommends all Mac users install this update since it addresses several security problems. The update is available from Apple via Software Update.

followed quickly today by:

After issuing a security update earlier this week that broke 64-bit applications on the company's operating system, Apple on Thursday issued a new patch to deal with the problem. Security Update 2005-007 v1.1 replaces Security Update 2005-007 v1.0 for Mac v10.4.2. Users who have already installed v1.0 on Tiger systems should install v1.1, according to notes accompanying the update.

Comments... positive, negative and constructive are welcome at tidewatermac@cox.net