

Website: <http://www.miniapples.org>

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From the Editor:

Looks like most of the Apple News this month involves the iPhone 4 and the antenna/dropped signal problem. Not having an iPhone, this has little effect on me, but I'm sure that it has implications for others, particularly Apple itself. The rumors have been flying about a recall that could cost billions. We have a report from the Q&A SIG, a couple of short articles about Applejack and the MacOS X 10.6.4 release and what bugs it fixes. In the words of one of the Apple sites, this has been a slow month for news.

Tom Ostertag, Publications Director

Meeting Calendar

At the right is a list of mini'app'les meetings for August 2010. The information was compiled as this newsletter was being assembled and is subject to change. As always, confirm the Special Interest Group (SIG) date, time, and location with the SIG Leader or the mini'app'les website: www.miniapples.org.

Meeting Calendar – August 2010			
Monday	August 2	7:00 pm	Board Of Directors Meeting
Tuesday	August 3	7:00 pm	Mac OS X SIG
Wednesday	August 5	6:30 pm	Mac Applications SIG
Wednesday	August 11	7:00 pm	VectorWorks SIG*
Wednesday	August 11	7:00 pm	TC Photoshop User Group*
Thursday	August 19	7:00 am	Macintosh Consultants SIG
Monday	August 23	6:00 pm	Mac Q&A SIG
Thursday	August 26	7:00 pm	FileMaker Pro SIG

Meeting Locations and Leaders		
Meeting	Location	Leader
Board of Directors	Merriam Park Library, 1831 Marshall Ave., St. Paul	Tim Drenk, 952-431-3978
FileMaker Pro SIG	Partners, 2250 Terminal Rd., Roseville	Steve Wilmes, 651-458-1513
Mac Applications SIG	Helen Young Room, Southdale Library, 7001 York Avenue South, Edina Minnesota	John Hunkins Sr, 651-457-8949
Mac OS X SIG	The Foundation, 311 7 th Ave North, Minneapolis	Bob Demeules, 763-559-1124
Mac Q&A SIG	Merriam Park Library, 1831 Marshall Ave., St. Paul	Les Anderson, 651-735-3953
Macintosh Consultants SIG	Good Day Café, 5410 Wayzata Blvd., Golden Valley	Bob Demeules, 763-559-1124
TC Photoshop User Group*	Minneapolis College of Art & Design, Auditorium 150, 2501 Stevens Ave S., Minneapolis	Jeff Tranberry, phone number not available
VectorWorks SIG*	CJR Office, 4441 Claremore Dr., Edina	Charles Radloff, 952-941-1667

* This SIG is NOT sponsored by mini'app'les; the listing is provided as a service to members.

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Q&A SIG Report • 28 June 2010

By [Les Anderson](#)

We had a new member at the June Q&A SIG. He hadn't used a Mac for 20 years and was unsure about all the new programs and OSX. Harry Lienke spent the entire meeting working with him in another part of the room. Thanks, Harry.

The first question was about MAIL and long lines that don't wrap. The current version of MAIL is supposed to have solved this problem. However, there is a "work around". Simply click FORWARD and the message appears in a new window and it will wrap. Also, if you grab the lower right hand corner to expand the window and then move it back it will generally wrap.

Another question dealt with e-mail messages that come in a very small font, maybe 6 point.

The font size can be increased by holding down the COMMAND key and pressing the plus (+) sign. You can do this 5 times and every time the plus is depressed the font size increases. Likewise if you get a message in a large font size it can be decreased by COMMAND minus (-) sign.

Another question dealt with adding ANNOTATION NOTES to a PDF document in PREVIEW. This can be useful if several people want to make comments or edit a PDF document. We also discussed how to make PREVIEW the Default program for PDF documents.

We then switched to questions about iPHOTO. Where are the pictures found and how can you extract a certain photo. We also discussed how to have multiple iPHOTO libraries and how to select them.

We ended with a Tip about a DASHBOARD WIDGET to print envelopes. EASY ENVELOPES from Ambrosia Software is a Freeware Widget you might find very useful. <http://www.ambrosiasw.com/utilities/>



easyenvelopes/ It will print most standard envelopes or you can customize a size.

The Q&A SIG meets on the fourth Monday of each month at the Merriam Park Library at 6PM.

OSX Meeting • 6 July 2010

by [Bruce Thompson](#)

The OSX SIG started off with a discussion of the new Mac Mini. Bob Demeules, SIG leader, brought up the Mini web page at [Apple.com](#) and highlighted a few of the new things. First, it is built from a solid block of aluminum, a construction method similar to the recent laptops. Memory is much easier to upgrade than in the old model, with a simple access panel on the bottom. No longer do you need the “special tool” to get the case apart as in the previous versions.



Also the new Mini has the power supply built in. A previous complaint was that the “power brick” was heavier than the computer itself. New features include an HDMI output to connect directly to many of the new TVs, a faster graphics card, and an SD card slot. The price has risen slightly because the old entry level model has been dropped.

Bob then talked about the recent Developer Conference and what was revealed. As expected the iPhone 4 came out pretty much as speculated. While there have been lots of comments on the “Death Grip” phenomenon where signal strength drops when the phone is held a certain way, Bob has not experienced it. The other big news from the conference was the introduction of iOS4, a renaming of the iPhone OS to recognize all the devices it powers. At this time only a few of the Apps have been fully upgraded to take advantage of the additional features. One application that he mentioned

that works really well is Dropbox, an internet based file sharing application for all types of devices from hand-held to computers. Bob indicated a further discussion of Dropbox would be planned for a future OSX meeting.

One thing Bob pointed out is that the iOS4 does not “play well” with the iPhone 3G. The phone seems to slow down significantly and is not able to use most of the features of the OS.

The discussion then moved to Safari 5, which Apple recently released. It is installed automatically as part of OSX 10.6.4 and can be downloaded for earlier OS versions. But it does need Leopard 10.5.8 or Snow Leopard 10.6.2 or higher.. Among notable changes are improved HTML5 support, better performance, modifiable search engines, and Safari Reader, which simplifies pages for easier reading. Safari 5 also makes use of extensions and has a developer program for development of these extensions.

Bob then went to a web site [apple.com/html5](#), which showcased many of the HTML5 features. While HTML5 has some really cool features, there is still no agreement of the audio standards and, as such, is still a ways away before full adoption by the industry.

After chewing up the 2 hours with lots of “Apple talk”, many of the group adjourned to Perkins to chew up some pie. The next meeting is August 5 at the Foundation.

Multiple e-Mail Addresses to Address Book Tip

From The mini'app'les Forummer

Q: I received an email that is addressed to me and many other people at the same time. (many in the cc or in the to: section, either one) I would like to import all of these email addresses into address book or the gmail contact manager in one shot. I know how to do it one at a time, I

want to do it all at once. Does anyone know a way that this can be done?

A: Try looking at this website to see if there is something you can use: http://homepage.mac.com/aamann/Mail_Scripts.html

Comment: Home Run !!! Wow Harry many thanks - you opened a door for me that I never knew existed. Your hint was VERY helpful for the project I am working on and I know I will use this script and others over and over.

Mac OS X 10.6.4 Fixes Highly Specific Bugs

by [Adam C. Engst](#)

In what was clearly an attempt to distract Mac users from hammering the Apple Store while pre-ordering the iPhone 4, Apple last week shipped Mac OS X 10.6.4 to fix a variety of bugs and security vulnerabilities, and to ensure that everyone running Mac OS X 10.6 Snow Leopard upgrades to the included Safari 5. It's difficult to summarize the changes, since most of the bugs fixed are pretty specific.



Apple says that the Mac OS X 10.6.4 Update:

- fixes a bug that could cause the keyboard or trackpad to become unresponsive
- fixes a bug that could cause some Adobe Creative Suite 3 applications from opening
- resolves various issues related to copying, renaming, and deleting files on SMB file servers
- improves reliability of VPN connections
- solves a problem related to playback in DVD Player when using Good Quality de-interlacing
- fixes a problem with Parental Controls Time Limits for Open Directory or Active Directory users

- fixes a bug that could cause the right speaker to sound louder than the left speaker in the MacBook Pro (Early 2010)
- resolves a display sleep issue with the MacBook Pro (Early 2010)
- improves compatibility with some Braille displays
- resolves pairing issues with Apple remotes
- eliminates noise when using some third-party FireWire audio devices

A few issues relate specifically to digital photography, so the update also:

- adds raw image compatibility for [more digital camera models](#)
- resolves an issue related to editing photos in full screen view in both iPhoto and Aperture
- provides tethered shooting support for more digital cameras in Aperture 3
- addresses IPTC metadata compatibility issues in Aperture 3
- resolves an issue with using third-party USB webcams

Security -- On the security side, Mac OS X 10.6.4 eliminates 23 separate vulnerabilities, including problems in CUPS (Mac OS X's printing system), Mac OS X's handling of symlinks, iChat, image handling, Kerberos, URL handling, Open Directory, Ruby, the SMB file server, and - in Mac OS X Server - SquirrelMail and Wiki Server. These fixes are also available for Mac OS X 10.5.8 Leopard in [Security Update 2010-004 \(Leopard-Client\)](#) and [Security Update 2010-004 \(Leopard-Server\)](#).

A few things jumped out at us from [the security notes](#). Most notably, the Mac OS X 10.6.4 Update includes Flash Player 10.0.45.2, which is itself significantly vulnerable, so if you haven't yet installed Flash Player 10.1.53.64, do so manually after updating to 10.6.4 (for more details, see "[Adobe Flash Player 10.1.53.64 Blocks 32 Security Holes](#)," 11 June 2010). Luckily, it appears that Apple's delta installer does not overwrite the later Flash Player if you've already installed it. However, as our

friend John Baxter discovered, the combo updater can install the older Flash Player over a newer version, so if you use the combo updater, be sure to check your Flash Player version after updating and reinstall manually if necessary.

Also, Apple describes a problem that has apparently existed for some time in Leopard and Snow Leopard, but is now fixed. "When 'Apply to enclosed items...' is selected in the Get Info window in the Finder, the ownership of the enclosed items is not changed. This may cause the enclosed files and folders to have unexpected permissions. This issue is addressed by applying the correct ownership." This comment is somewhat distressing, and if you've changed permissions for enclosed items via the Get Info window recently, you might wish to check to make sure the ownership is what you want it to be.

Snow Leopard Server -- In addition to the general fixes in the desktop version, Mac OS X Server 10.6.4 features its own collection of improvements, including fixes for:

- CalDAV querying of email addresses with Active Directory and Open Directory servers
- stability and reliability when accessing Wiki Server pages
- viewing movies on Wiki Server with Safari on iPad
- accessing public wikis when logged in to the Wiki Server
- listing blogs on Wiki Server
- vacation mail notices that span multiple days
- updates from Software Update Server being viewable by clients
- stability and reliability related to Software Update Server synchronization
- downloading of software updates by Software Update Server
- creating NetInstall images that include iLife updater packages

Downloading -- The specificity of these bug fixes means that you shouldn't necessarily hurry to download and install Mac OS X 10.6.4

until early adopters have had a chance to determine if there are any problems lurking in the release. Or, of course, unless you're experiencing one of the bugs that 10.6.4 addresses!

As usual, Mac OS X 10.6.4 is available in a variety of packages, including a special one for the just-released Mac mini (Mid 2010) that fixes some problems on that machine related to graphics compatibility and performance, and improves compatibility with large-format SDDXC memory cards.

- [Mac OS X 10.6.4 Update](#) (the "delta" updater): 607.21 MB
- [Mac OS X 10.6.4 Update \(Combo\)](#): 887.37 MB
- [Mac OS X 10.6.4 Update Mac mini \(Mid 2010\)](#): 403.38 MB
- [Mac OS X Server 10.6.4 Update](#) (the "delta" updater): 615.60 MB
- [Mac OS X Server 10.6.4 Update \(Combo\)](#): 1.05 GB
- [Mac OS X Server 10.6.4 Update Mac mini \(Mid 2010\)](#): 411.72 MB

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AppleJack 1.6

by *Doug McLean*

The latest version of the open-source troubleshooting tool [AppleJack](#) offers a handful of new features and bug fixes, most notably compatibility with Mac OS X 10.6 Snow Leopard. AppleJack is unique in that you can use it to identify and fix problems on your disk even if you don't have a separate startup disk or your Mac can't boot all the way to the Finder. It can repair disks, repair permissions, clean up cache files, validate preference files, and remove swap files. Along with Snow Leopard compatibility, AppleJack 1.6 simplifies the startup process in both Leopard and Snow Leopard, enhances the SMART status

verification process, and adds blessing capabilities for system folders on attached volumes. The update also fixes an unspecified bug that affected user account lists. (Free, 372 KB)

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Mailplane 2.1.9

by [Adam C. Engst](#)

Uncomplex's [Mailplane 2.1.9](#) offers the capability to drag .webloc and .mailloc files into Mailplane to insert the URL encapsulated in the file into the message text. But the real reason to upgrade to Mailplane 2.1.9 is the fix to the problem that attaching files via drag-and-drop often didn't work if you had also upgraded to the recently released Flash 10.1 (which you want to do, since the previous version is a security hole; see "[Adobe Flash Player 10.1.53.64 Blocks 32 Security Holes](#)," 11 June 2010). The update also fixes a problem dragging text clippings to Mailplane, fixes a focus problem caused by upgrading to Safari 5, and improves performance when composing replies. [Release notes](#) are available. (\$24.95 new, free update, 7.7 MB)

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MobileMe Mail Adds Server-side Rules, SSL, and More

by [Tonya Engst](#)

Apple has updated [MobileMe Mail](#) with important new features that significantly modernize the email service, making it easier to use if you check email on more than one computer or device, and enabling its Web-based interface to compete better with other cloud-based email services like Gmail. These changes

are important to all MobileMe subscribers, whether you use the Web-based interface, Apple Mail on the Mac, the Mail app on an iOS device, or a third-party email client.

MobileMe Mail is available only for subscribers to MobileMe, Apple's many-featured online service. MobileMe costs \$99 per year for a single user and \$149 for a five-user family pack, but [a free 60-day trial](#) is available and lower-cost pricing can usually be found on Amazon.com; Amazon currently charges [\\$66.98](#) and [\\$99.49](#), respectively. Apple used to offer email-only accounts, but those were discontinued for new users during the .Mac-to-MobileMe transition.

Server-side Rules -- MobileMe Mail now offers user-created, server-side filters, a feature that is becoming de rigueur for email systems, because so many people read email in more than one place. It makes sense to sort incoming email once on the server, with email from mailing lists and special people going into appropriate corresponding folders. Then, no matter whether you read your email on an iPhone, iPad, Blackberry, webmail client at the library, laptop, iMac, or whatever, your email is pre-sorted when you receive it.

Applauding MobileMe for adding server-side rules is like applauding an ice cream shop for adding flavors beyond vanilla. Really, all Apple has added is chocolate and strawberry, certainly a good start, but sophisticated users will be looking for the rainbow swirl and mint chip options. For example, MobileMe Mail has 4 options for criteria that a rule can use to identify messages to move. In contrast, Gmail offers 6 criteria and Apple Mail under Mac OS X 10.6 Snow Leopard has over 25.

The addition of server-side rules means that if you have created significant client-side rule sets in Apple Mail or other email clients you must set up MobileMe's new server-side rules carefully, in order to avoid conflicts or unexpected behavior.

Archiving -- MobileMe Mail now supports archiving, another feature popular with Gmail users. An archive provides a place to store messages that you have read and dealt with, and want to keep, but that you don't need to file manually into a specific folder. When you archive a message, that message is no longer in your Inbox but isn't deleted. MobileMe implements this feature differently from Gmail. When you select a message in your Gmail Inbox that has no other labels and click the Archive button, Gmail removes the Inbox label (making the message visible only when you select All Mail, or perform a search). In contrast, MobileMe Mail moves archived messages into a mailbox called Archive.

To archive a message while using MobileMe Mail's Web client, you click the new Archive button in the toolbar. Be aware that if you archive a message via the Web client, and then want to read it in Apple Mail 4.3 in Snow Leopard, you can find it in the Archive mailbox under the MobileMe category in the sidebar.

Secure Connections -- For a modern email service to be taken seriously these days, it must offer security options that prevent snoops from intercepting your communications, whether what's being protected is your shopping history or your top secret spy plans. To that end, Apple now secures all Web-based connections to MobileMe Mail with SSL/TLS, thus eliminating the chance that someone with access to the bits traveling between your computer and Apple's servers can read them.

Even more so than the addition of server-side rules, SSL encryption of Web-based connections is a basic requirement, and it's about time Apple added it to MobileMe.

Support for External Email Addresses -- Lots of people have more than one email address - home, work, and more - but want to check them all in a single place. In the past, there's been no reason you couldn't [forward mail from another email provider](#) to MobileMe, and that's still

true. However, MobileMe Mail now lets you send mail using a non-MobileMe address, which is extremely helpful if you want to respond to a colleague using your work email address.

It's worth noting that [this feature](#) sends directly through your external address's SMTP server, so you need to know its domain name, along with the username and password that identify you.

Other Changes -- The above changes are important additions to the MobileMe service, because they will help Apple compete meaningfully with other Web-based email services and in the mobile arena, and because many users will find them immediately helpful.

Apple has made some other more subtle changes worth mentioning, too:

Overall, the MobileMe Web interface looks much more like its iPhone and iPad counterparts, with similar buttons and overall look and feel. It now offers two new views, too. The Classic view, which offers a left-side mailbox list and a right-side message list stacked on top of a message pane, has been replaced as the default by the new three-column Widescreen view. Also available is a two-column Compact view that hides the mailbox list.

It's worth taking the time to explore all three views, to get a better sense of your options and the organizational hierarchy of MobileMe Mail. You switch views using the Switch View pop-up menu, which you'll find above the message list and/or near the upper left.

A new design element is the Cloud button at the upper left of the window. Clicking it reveals a pop-up task-switcher strip for switching quickly to other MobileMe services: Contacts, Calendar, Gallery, iDisk, and Find My iPhone. Although it now takes two clicks to do what could previously be done with one, the result is a toolbar that's less cluttered and more visually

appealing. Clearly, Apple is not aiming MobileMe at efficiency maven. Apple may also be training users to handle task switching in iOS 4.

Apple's description of the new Mail version highlighted enhanced junk mail filtering and faster performance. The new junk mail filtering system is not optional and MobileMe Mail's preferences offer nothing for users to configure. Email identified as junk is placed in a Junk mailbox where it may easily be examined - or ignored!

In Firefox, at least, the MobileMe Web interface asks to store data on your computer for offline use (Firefox prompts you to approve such actions). Apple says nothing about offline use that we've seen, and we haven't yet been able to test to see if it's really enabled.

For those contemplating a switch to a mobile email scenario with multiple devices, or those who provide informal support to friends and family, Apple has significantly boosted the appeal of a MobileMe-based system, especially for users who prefer to use Apple-branded products or who are looking for a clean approach to email that works well via the Web, a standalone email client on the Mac, or an iOS device.

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Cyberduck 3.5

by [Doug McLean](#)

[Cyberduck 3.5](#) is a significant update to the popular open-source file transfer client, adding support for Google Docs storage. Files uploaded to Google Docs are converted to Google Docs format, and you can set what format you want downloaded files in. Plus, if you upload images to Google Docs, Cyberduck can perform optical character recognition on the

files. The update also adds support for Reduced Redundancy Storage at Amazon S3, custom metadata attributes for S3 and Rackspace Cloud Files, keyboard-interactive authentication using SecureID, the capability to configure access logs for CloudFront streaming distributions, and Romanian and Slovenian localizations. A [full list](#) of changes and enhancements is available on Cyberduck's Web site. (Free, 19.2 MB)

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Apple Acknowledges iPad Wi-Fi Issues, Sort Of

by [Adam C. Engst](#)

As Glenn wrote in "[Some iPad Users Suffer Wi-Fi Woes](#)" (6 April 2010), some iPad users (including me!) have experienced problems with Wi-Fi connectivity. These problems generally revolve around unexpectedly poor Wi-Fi signal strength, frequent Wi-Fi network dropoffs, widely varying network throughput, and repeated requests for Wi-Fi network passwords for remembered networks.

Apple has quietly updated [a Knowledge Base article](#) about issues that iPads have when connecting to Wi-Fi networks. Initially, the article offered only basic suggestions, like making sure your Wi-Fi router's firmware was up to date, and using WPA or WPA2 instead of WEP. While I'm sure using current firmware and modern encryption approaches are a good idea, they really weren't related to most of the problems.

In the updated article, Apple now suggests that having the screen brightness at its lowest setting could be related, which sounds truly weird. However, [commenter Eugen notes](#) that common methods of dimming LEDs could result in oscillations that could interfere with other radiation, such as Wi-Fi signals. And I've heard from a reader that raising the screen

brightness on his iPad did indeed solve his particular Wi-Fi connection problem.

Apple has also lumped the iPad DHCP flaw into this article about Wi-Fi connectivity issues, even though the two problems are almost certainly unrelated (see "[Princeton University Identifies iPad DHCP Flaw](#)," 15 April 2010). Apple suggests renewing the DHCP lease manually, or toggling Wi-Fi off and on again, both of which should help if the iPad itself isn't working properly, but which won't solve the general problem of duplicate IP addresses for other devices. [Princeton's workaround](#) is more general, and should prevent the problem from occurring.

In fact, the most heartening change to the Knowledge Base article is this sentence at the top.

"Apple will also address remaining Wi-Fi connectivity issues with a future iPad software update."

That's exactly what we thought would be necessary, and here's hoping that we see iPhone OS 3.2.1 for the iPad soon, [Editor's note: iOS3.2.1 has been released] complete with fixes for both the Wi-Fi connectivity problems and the DHCP flaw.

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Camino 2.0.3

by [Doug McLean](#)

The Camino Project has released a minor update to the Mac-focused Web browser [Camino](#) that addresses several security and stability issues by updating the program to version 1.9.0.19 of Mozilla's Gecko rendering engine. The update also fixes a bug that could cause the program to crash when closing several tabs in a row, a bug that caused Camino's bookmark import to bring in too-old

Firefox bookmarks, an issue that caused insecure cookies to be displayed as secure in the cookie list, and a bug that caused the program to crash when failing to download information about available updates. Finally, the ad blocking code has been improved. [Full release notes](#) are available. (Free, 15.8 MB)

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PGP Whole Disk Encryption and PGP Desktop Professional 10.0

by [Joe Kissell](#)

About a year and a half ago, I reviewed the initial release of PGP Whole Disk Encryption (WDE) for Mac (see "[Securing Your Disk with PGP Whole Disk Encryption](#)," 31 October 2008). At the time, this security software was notable for being among the first products that could encrypt an entire startup volume on an Intel-based Mac.

When WDE appeared on the scene, it already faced competition from [Check Point Full Disk Encryption](#), and soon thereafter was joined by a Mac version of [WinMagic SecureDoc](#). However, both of these other products were at that time marketed solely to the enterprise market, whereas WDE was also readily available to ordinary end users. (Individuals can now buy WinMagic SecureDoc online, a welcome change; Check Point Full Disk Encryption is still targeted only at large organizations.) So, for about a year, WDE was the most logical choice for individual Mac users wanting to encrypt a startup disk.

Unfortunately, WDE was incompatible with Mac OS X 10.6 Snow Leopard when it first appeared in August 2009, and the fact that PGP hadn't warned its customers about this issue prior to Snow Leopard's release caused a certain amount of consternation. The company was appropriately apologetic for this misstep,

although an updated version didn't appear until January 2010 - meaning that for more than four months, PGP customers had to choose between upgrading to Snow Leopard and keeping their disks encrypted. Since my work for TidBITS and Take Control obligated me to be an early adopter of Snow Leopard, I was among those who had to forgo an encrypted boot drive for a while.

Happily, those dark days are behind me, and I'm now once again using WDE. Although Snow Leopard compatibility was the big news in version 10.0, quite a few other changes occurred too. Now that I've spent some time with the latest version (10.0.2 as I write this), I want to share some observations and advice that may be useful to anyone else flirting with the idea of encrypting their primary hard disk.

First, a small clarification: PGP's Whole Disk Encryption is available both as a [stand-alone product](#) (\$149) and as part of [PGP Desktop Professional](#) (\$239), which also offers encryption for email, instant messaging, and disk images, among other features. Although the rest of PGP Desktop Pro for Mac hasn't changed dramatically since version 9.9 (see the complete [release notes](#), in PDF form, on PGP's Web site), I do comment on some of its features a bit later.

WDE Basics -- In my initial review I went into some detail about why encrypting an entire startup volume is interesting, but for me, two main reasons stick out. First, convenience: whole-disk encryption is more flexible and reliable than using FileVault, while being less cumbersome than using encrypted disk images. And second, I can use it to make a fully encrypted bootable duplicate. That means I can carry my duplicate with me or store it offsite without having to worry that someone will steal or find my backup and be able to read all my files - but I can still boot from the drive if I need to.

Setup is simple. After you install WDE and restart, turning on encryption is a matter of a

few clicks - open the application, select your volume, enter and confirm a passphrase, and then let it run. I tested version 10.0 on a slightly faster Mac than I used with version 9.9, so I expected to see only a minor speed improvement. But WDE 10.0 took only about 13 hours to encrypt a 500 GB disk, compared to the 10 hours version 9.9 took to encrypt a mere 250 GB. I found that speed improvement quite impressive. By the way, you can continue to use your Mac while encryption takes place in the background, and you can also pause and resume encryption if the need arises. As previously, once the disk was fully encrypted, my Mac didn't seem any less responsive in ordinary use than it did without encryption.

Because WDE encrypts every file on your disk, it has to add an authentication screen (called PGP BootGuard), which appears immediately when you turn on or restart your Mac - before Mac OS X itself has loaded. In my review of version 9.9, I complained that this screen fails to show feedback for passwords over 21 characters in length, leading users to worry that longer passwords weren't being accepted. This problem still exists, which I find rather astonishing since the company knew about it and a fix should have been easy. On the bright side, you can now press the Tab key to see your entire passphrase as you type it - this provides reassurance, although it also reduces security in public or shared environments. Another welcome change is that you can now choose from among half a dozen international keyboard layouts, a big plus for people unaccustomed to the U.S. English layout.

After you get past the BootGuard screen, PGP WDE is basically invisible. But it's important to keep in mind that whole-disk encryption is only for data "at rest," as industry lingo has it. That is, once you've entered your passphrase and booted your Mac, it behaves as though the data isn't encrypted - anyone with physical or network access to your Mac can access all its files exactly as they could on an unencrypted disk. Merely locking the screen or putting your

Mac to sleep does nothing; you must shut down or restart the computer to protect your data. Once you've done so, your disk is effectively impenetrable without your passphrase, assuming you've chosen a good one. (If you don't know what constitutes a good passphrase, I can recommend [a good book](#).)

With version 9.9, if you wanted to use software such as Carbon Copy Cloner to duplicate an encrypted volume, you first had to deselect the invisible files PGPWDE01 and PGPWDE02 at the root level of your disk manually; failing to do so would result in error messages and failed backups. This problem no longer exists - I successfully used Carbon Copy Cloner to duplicate an entire encrypted volume, and then started up from the duplicate, even though the files PGPWDE01 and PGPWDE02 were present. However, since WDE, Carbon Copy Cloner, and Mac OS X have all changed since I last tested this procedure, I don't know which one was responsible for resolving the problem.

Boot Camp Support -- Another of my criticisms of WDE version 9.9 was its incompatibility with Boot Camp, but PGP claimed to have fixed that in version 10 and I was eager to try it out. In fact, I was a bit too eager - I didn't bother to read the instructions first, which turned out to be a serious mistake. My test Mac didn't already have a Boot Camp partition, and I figured I'd simply install PGP, encrypt the disk, and then set up Boot Camp later. But when I tried to do so, Boot Camp Assistant informed me that my disk couldn't be used. When I checked PGP's documentation, I discovered that you have to set up Boot Camp first and *then* install PGP. Ah.

So I had to decrypt my disk (another 13 hours), uninstall PGP completely, and restart. But even then, Boot Camp Assistant refused to partition my disk, with a different error message that said, "The disk cannot be partitioned because some files cannot be moved," and invited me to back up, reformat, and restore my disk before trying again. I can only assume the PGP installer made some low-level changes to the

disk that weren't undone by the uninstaller. So I spent several additional hours cloning, reformatting, and restoring the disk; then I ran Boot Camp Assistant again, installed Windows 7, installed PGP WDE under Windows and then under Mac OS X (as I was instructed to do in [a PGP support document referenced in the online help](#)), and finally repeated the 13-hour encryption of my disk. Whew!

After all that time and effort, I confirmed that WDE does indeed work with Boot Camp. Mostly. That is, my Mac lets me boot into either operating system; whichever one I use, I'm prompted for my PGP passphrase, after which I can log in and freely access all my files just as I normally would. However, there are a couple of gotchas. First, if I ever decide to remove my Boot Camp partition, I must first decrypt my disk (and later re-encrypt it), because Boot Camp Assistant won't work properly on an encrypted disk.

And second, switching between operating systems isn't as easy as it should be. When I'm running Mac OS X, I can open the Startup Disk pane of System Preferences, select my Windows volume, and click Restart; but when I'm running Windows, the analogous procedure doesn't work - although I can select my Mac volume as the startup disk in the Boot Camp control panel, that setting doesn't stick. I have to restart, hold down the Option key, and select my Mac volume on the Startup Manager screen. And, if I want to remain in Mac OS X after subsequent restarts, I must either manually change my startup disk back to the Mac volume in System Preferences or hold down the Option key again during each boot.

All this makes me feel slightly uneasy running Boot Camp and PGP WDE together, and reinforces my preference for using virtualization software such as VMware Fusion or Parallels Desktop, instead of Boot Camp, when the need to run Windows arises. But if you do decide to use both, remember to set up Boot Camp before letting PGP WDE anywhere

near your disk - and read all the instructions carefully!

Less-Pretty Things -- A few other irritations I'd pointed out in version 9.9 are still present in 10.0, alas. With your startup disk encrypted, you can't perform a Safe Boot (holding down the Shift key while restarting to disable third-party kernel extensions and certain other software that may cause startup problems). And if your disk develops errors, you'll have to decrypt it before running a disk-repair application (such as Disk Utility or DiskWarrior) unless the startup volume containing that software also has WDE installed.

There were also some new annoyances. I was surprised to read in WDE's release notes that it's incompatible with Fast User Switching - a limitation that wasn't present in (or at least wasn't mentioned in the release notes for) version 9.9. When I asked about this limitation, a PGP representative replied as follows:

The incompatibility most often occurs when a disk is in the process of being encrypted (or paused while encrypting). During encryption, the UI and PGP Engine are polling the disk driver to find out the current status of the disk. Access to the driver is done using a launched process that runs as root. There is only one launched process.

When there are two PGP Engine applications running (by way of Fast User Switching), then both applications are polling the disk and both are accessing the launched process. Due to the architecture of the launched process access, the application thinks there is a problem and tries to fix the problem by self-healing and reinstalling the launched process. This causes an authentication dialog because the installation process requires admin access. This happens over and over again. Annoying either or both users.

After a disk has been encrypted, this is not usually a problem as access to the launched process is not as active.

In other words, it's not so much that WDE is incompatible with Fast User Switching as that the initial encryption process is.

Another odd item in the release notes was this: "The Mac mini does not have boot time support for the new thin aluminum Apple keyboards." A PGP rep told me this applies only to wireless keyboards - the wired aluminum keyboards should work just fine. I didn't test this, but Mac mini users who want to use WDE should consider having a wired keyboard on hand just in case.

I should also mention that PGP's recommended best practice when upgrading to a new version of Mac OS X is to decrypt the disk first, then upgrade, then re-encrypt. If you take this advice, upgrading could easily grow from a 30-minute process to a two-day process; on the other hand, if you ignore the advice and your Mac won't boot afterward, you'll be looking at spending at least a few hours restoring your Mac's disk from the bootable duplicate you wisely made just before upgrading. Either way, upgrades could take longer.

Getting the Message -- The other parts of PGP Desktop Professional look and act pretty much the way they did in previous versions, but I wanted to point out two interesting things about PGP Messaging, which lets you encrypt and decrypt email.

First, PGP Desktop Professional includes a new application called PGP Viewer, which lets you view encrypted email messages that you've already downloaded (or that you received in an email client that's not directly compatible with PGP). Ordinarily, PGP Messaging functions as a proxy server, intercepting both incoming and outgoing email messages between your email client and the mail server and transparently encrypting or decrypting them according to a user-defined policy. This scheme is easy to use,

but if someone were to send you a message when PGP is turned off or uninstalled, you'd get an unreadable attachment. PGP Viewer opens such attachments and other PGP-encrypted messages that are on your disk but didn't come through a PGP-mediated mail stream.

I first noticed PGP Viewer when I sent myself an encrypted test message and, despite the fact that PGP Messaging was active, the message came through as an attachment. (I then simply clicked the attachment, and it opened in PGP Viewer, which decrypted it automatically.) The reason was that I'd changed a hidden setting to force Mail to display the plain-text version of all incoming messages. When I reset Mail's behavior to its default, newly decrypted messages began appearing inline.

The second interesting thing is that even though both Mail and Entourage support Microsoft Exchange accounts, PGP doesn't. It *does* work with accounts on Exchange servers that are accessed (in either email application) via IMAP, but if you use the default configuration in either Mail or Entourage, which relies instead on Exchange Web Services (EWS), PGP is unable to serve as a proxy for incoming and outgoing mail. This is apparently because EWS uses port 80, the default port for Web access. Although many people with Exchange accounts can switch to IMAP instead with no significant loss of functionality, not everyone can.

I didn't set out to review PGP Messaging in detail, but I would like to mention one important tip for new users. The default configuration for any email account you set up includes something called *opportunistic encryption*. This means whenever you send mail, PGP checks the company's global keyserver to see if any of the recipients have public keys stored there, and if so, it automatically encrypts the messages to those people. The assumption is that only people who have installed PGP would have public keys on the keyserver, so they must therefore be able to decrypt

encrypted messages. However, users may read their messages on a device (such as an iPhone or iPad) that doesn't support PGP; they can also uninstall or deactivate PGP without removing their keys from the server. If any of these things happens, they'll be unable to read your messages.

I was reminded of this when, during my testing, I happened to send Glenn Fleishman an email message, which was duly encrypted because Glenn's public key was on the server, but couldn't be read because Glenn wasn't using PGP on the device with which he was reading his mail. So my suggestion is to select each account and deselect the Opportunistic Encryption checkbox; you can then use any of several other methods to encrypt messages on demand.

Conclusions -- PGP Whole Disk Encryption 10.0 is a distinct improvement over version 9.9. It now works under Snow Leopard, has at least some support for Boot Camp, and removes a few limitations and annoyances. It's not an earth-shattering upgrade, and not without some irritating quirks, but it's still the easiest way for a Mac user to protect the entire contents of a hard disk.

As for PGP Desktop Professional, it combines WDE with an elegant way to encrypt email and instant messaging, assuming the people you're corresponding with also use a PGP-compatible product. But if \$239 seems like too great a price to pay for encrypted email, it's possible to get that capability for free with Apple Mail, a personal certificate, and a bit of extra effort, as I explain in "[Take Control of Apple Mail in Snow Leopard](#)."

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Submissions must be received by the 15th day of each month to be included in the next month's newsletter. Please send contributions directly to our post office box (mini'app'les, PO Box 796, Hopkins MN 55343), or email them to miniapples@mac.com.

The deadline for material for the next newsletter is the fifteenth of the month. An article will be printed when space permits and, if in the opinion of the Newsletter Editor or Publications Director, it constitutes material suitable for publication.

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