# double Click

# February 2007
# Double Click
# Main Meeting Report

*by Jim Macak*

Double Click's President Jim Macak opened the February 18th meeting. Attendance was about average and a "first-timer" with an an interest in graphic arts was welcomed. The agenda was announced to include the "Beginners' Session" by Steve Parker, the Q&A session, a video by MacWorld editor Chris Breen, the main presentation about System Preferences by Jim Macak and, concluding the meeting, the monthly Double Click raffle.

# Beginners Session – *Notes by Steve Parker*

## Apple's Knowledge Base

Apple provides free online support at its website, and its Knowledge Base feature is extensive. Just go to **www.apple.com** and click on the **Support** tab. This will take you to the main support page. Here you can choose a product category, view the top support issues, and even check on the status of an order or repair.

There's also a Search box sitting at the top right of the page, and this is your entry portal to Apple's Knowledge Base.

**Searching the Knowledge Base**
Just type a few words in the Search box that describe what you're looking for, click the Search button (which has the icon of a small magnifying glass on it), and check out the results. While this sounds like a very simple process, unless you are able to enter a very specific set of search terms, the results may overwhelm you.

Example 1. Suppose that I want to learn more about using .Mac.



If I just enter ".Mac" into the Search box, I get 9630 results, which is pages and pages of hits. (I stopped reviewing pages at 40.)



I'd call that a bit overwhelming. Further, the results are all over the map and deal with all things .Mac, not just how to use it.

Example 2. Apple's Search tool will return documents that contain *all* the words you specified. So, let's refine the search by entering "how to use .Mac". (See Figure 4.)
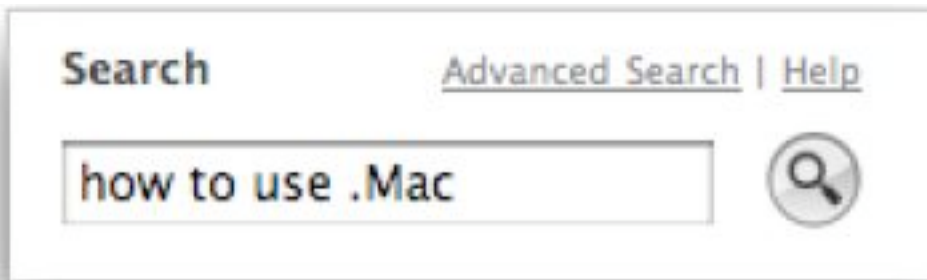


That should do it. More terms will yield a more narrow search. Right?



Well, sort of. The number of results is smaller: "only" 6130 this time. Again, I stopped reviewing at 40 pages of results. Further, the results are again all over the map. Although the number of results was less, the count is still considerable and show up only because the term *.Mac* was one of the terms in the search list.

**Knowledge Base Keywords**
In order to better focus customer searches, Apple created Knowledge Base *keywords*, special "words" that were created specifically to limit the number of search results and return more accurate documents.

Example 3. Use the Knowledge Base keyword (**k.mac**) for .Mac by typing "how to use k.mac".
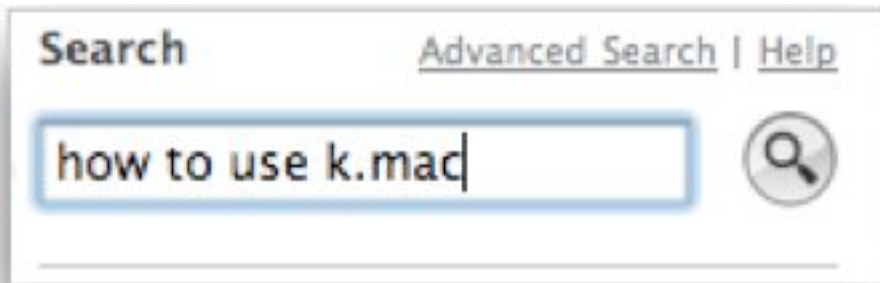
This time, there are only 612 results, but most importantly, they are only .Mac-related documents.
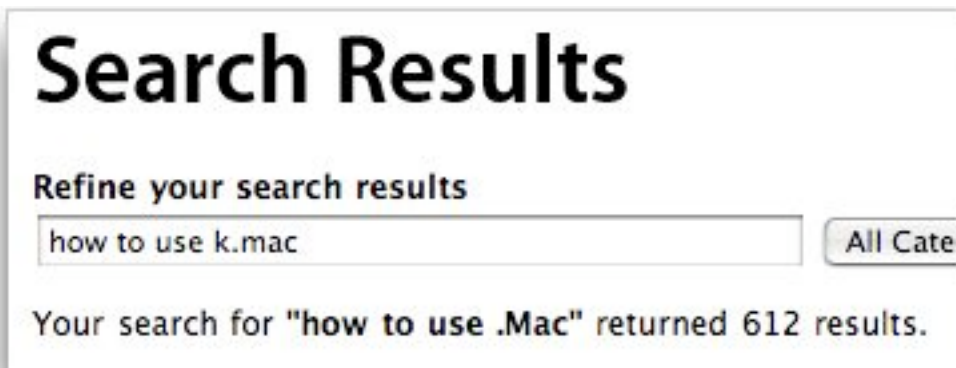


**Using Keywords to Distinguish Products**
You can also use keywords to distinguish one product from other similarly named ones, such as iPod (**kipod**), iPod for Windows (**kipodwin**), and iPod shuffle (**kshuffle**).

**Using Keywords to Search for Kinds of Documents**
You can search for a certain kind of document. Say that you want to find various software downloads for *iTunes*. If you search for "itunes downloads", you'll get a lot of results, and most of the top results will be troubleshooting documents—not what you were looking for. But if you search for "itunes kbdload", you'll find the download links that you want.

**When Not to Use Keywords**
There are situations where using keywords can constrain your search too much. This is particularly true if you search for Mac OS-related documents. If you add a Mac OS keyword (such as **kmosx3**) to your search string, this will limit the results to that particular version of the operating system (in this case, Mac OS 10.3).

However, if a document applies to Mac OS X, Mac OS 10.1, Mac OS 10.2, and Mac OS 10.3, it will likely not contain a keyword for each version of the operating system. So while you may have a question about printing in Panther, using a Knowledge Base keyword in this instance could severely limit your search efforts, since such an article would apply to prior OS versions, too, and not necessarily contain a keyword for the version in which you are interested.

For a Knowledge Base article on use to how to use Knowledge Base keywords, go to this page:

<http://docs.info.apple.com/article.html?artnum=75178>

The article includes a list of all keywords.

Apple's Knowledge Base contains a wealth of information. Try it out!

--Steve Parker

# "Q & A" Session / Announcements

The Questions and Answers session included discussion about managing email, changing one's email application form Eudora to Apple's Mail and about recent security issues.

## Email Quotas

One member said that he was concerned about notices from his Internet Service Provider (ISP) that his mail account was "over quota" and incoming mail might be lost. It was noted that, with the typical "POP" mail account provided by Roadrunner or ATT/Yahoo, your email is downloaded from the ISP's mail server and then stored locally on your Mac.

However, the email is usually not immediately erased from the ISP's mail server, but rather is erased after a period of time (as set by a preference in your email program on your Mac). If you let too much email accumulate on the ISP's mail server, you may exceed the storage limits the ISP has set for your email account (which is 10 MB in the case of Roadrunner) and then the ISP will typically send you an "over quota" message.

You can also *suddenly* go "over quota" on your mail account if someone emails you an email with very large attachments, as can happen when someone sends you digital photos. One email with several pictures can easily encompass several Megabytes of data, putting your email account over its size limit.

To avoid going "over quota" or to remedy that situation if it has occurred, you need to delete email from your ISP's mail server in a timely fashion. The appropriate setting in your email program's preferences will help with this.

To check or change this setting in Apple *Mail*, open *Mail's* Preferences… (find this choice find this under the "Mail" menu). Once Preferences are showing, click on the "Accounts" tab and then select the mail account you wish to check or modify. Then choose the "Advanced" tab. The upper portion of the dialogue box should look something like the following:
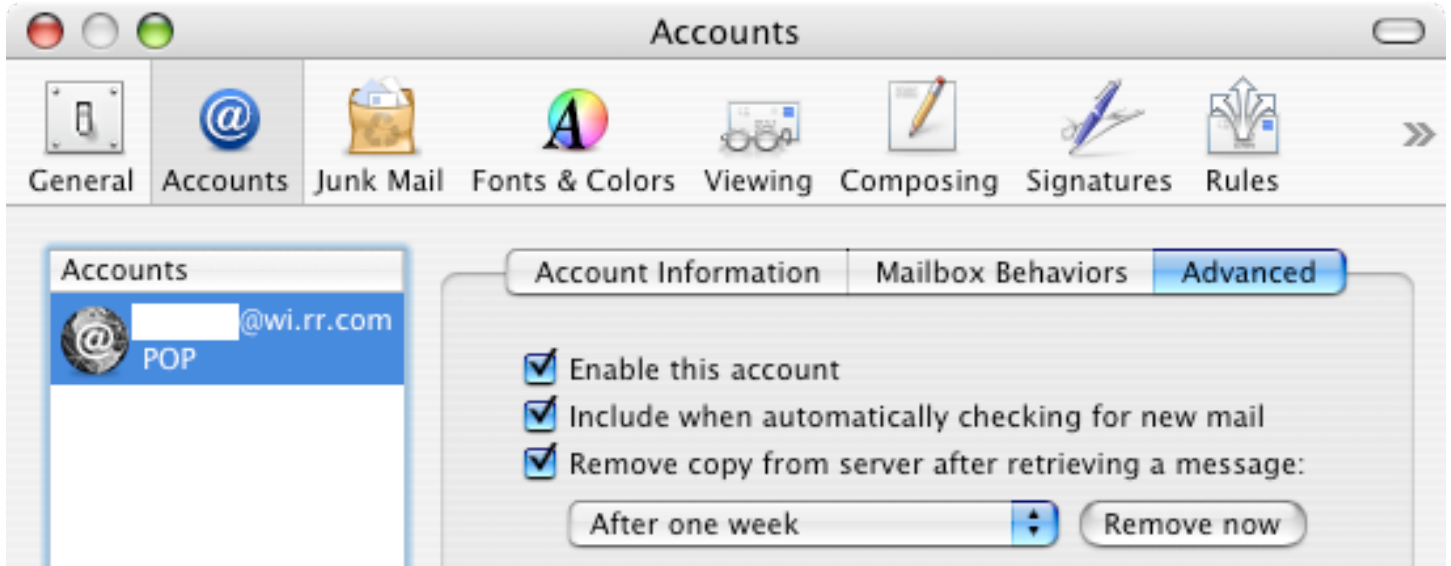
Make sure the "Remove copy from server after retrieving a message:" option is checked and then choose the time interval you wish to set from the drop-down menu. The "After one week" option is probably fine unless you receive a large amount of email regularly.
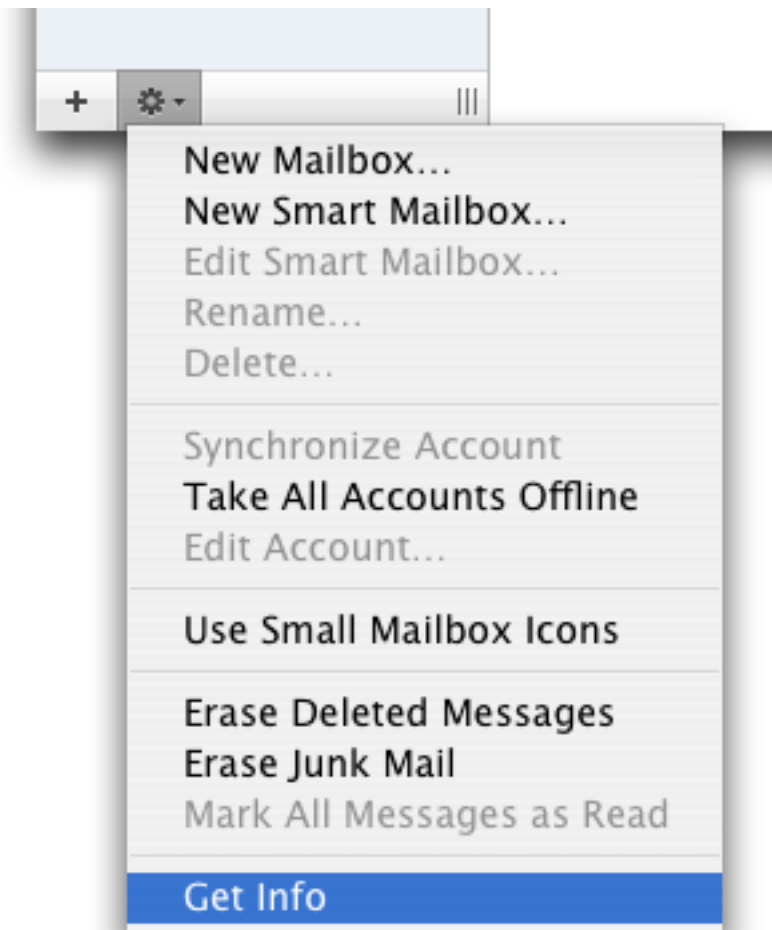


Even when you set your email program to delete old messages on your ISP's email server on a regular basis, you may still go "over quota" on your mail account. This requires a quick fix; you should delete some messages from the server immediately.

Do this in Apple *Mail* by choosing "Get Info" from the "gear" drop down menu at the bottom of the left side of the main *Mail* viewer window.

An "Account Info" window will then open, listing all the email messages on your ISP's mail server. Choose which ones you want to delete immediately

from the server and click on the "Remove From Server" button. Verify your choice and the selected messages will be deleted from your ISP's mail server, freeing up space on your account.

## Changing from Eudora to Apple Mail

One member is considering changing his email application that he uses from *Eudora* to Apple *Mail*.

Both applications offer many fine email capabilities. *Eudora* had been criticized for not being very "Mac-like" in its look and feel and user interface. Another concern with *Eudora* is that its publisher has ceased further development of the application. *Eudora* will soon be turned into an "open source" project. The implications of this are that it will be eventually be available for free (good), its further development will rely on volunteer programmers (maybe good), formal technical support for the program will eventually cease (bad) and its future is a bit uncertain (bad).

*Eudora* users who want to change to Apple *Mail* as their email program can use an excellent freeware/donationware utility to enact that change. *Eudora Mailbox Cleaner* will transfer your messages, addresses and filter rules in an amazingly thorough and glitch-free manner. It is highly recommended.

http://homepage.mac.com/aamann/Eudora_Mailbox_Cleaner.html

## Security Updates

Relative to security concerns, Jim Macak noted that Apple had just released another "Security Update" and encouraged everyone to install it. There has also been a recent Microsoft Office security update and users of Office should install it.

## Router Concerns - Basic Router Security Tips

Other computer security news discussed at the meeting dealt with a recently reported router vulnerability. (This was discussed in the "talk-dc"

mail list prior to the meeting.)

**The password issue affecting wired and wireless routers**

A router is a computer hardware networking device that (for the purposes of this discussion) is placed "between" your Internet cable or DSL modem and your computers that access the Internet. A router allows you to place the computers in your home or office on a local network and allows sharing of the Internet connection amongst all of the computers on the network.

The router vulnerability, as reported on the following web page:

<[http://news.com.com/2100-7349_3-6159938.html](http://news.com.com/2100-7349_3-6159938.html)>

affects both wired and wireless routers that are still set to use their default password. If you are using a router in your home or office and have not changed its default password, you are at risk for this security problem. (Following is an elaboration of the discussion at the meeting and on the talk-dc mail list about this specific vulnerability and about wireless router security.)

There is (at least) one password involved in setting up and using a router. With respect to the recent security alert, the password of concern is the password that allows you to access the router's built-in web pages for changing the settings of the router. The recommendation is to make certain that the router's default password has been changed. Only the router administrator should have access to this password.

Note that the password in question in this situation is the password that is required to login to and administer the settings of the router. Check your router's manual or the company's support web pages to find out how to change this password from its default (factory set) value.

**Wireless router security concerns**

Wireless routers have another password which should be set by the router's administrator. This is the password that would be required for a computer to login to a wireless connection that the router provides.

Most modern wireless routers offer the choice of having an "open" or a "closed" wireless network.

In an open network, any computer can join the network and use the wireless connection provided by the router. No password is needed to join an open wireless network. The data moving across the open network is not encrypted and is subject to eavesdropping.

In a closed wireless network, a password is required to login to the router's network. The data moving across the closed network is encrypted.

**Wireless encryption**

The password required for a closed network and the data passed via the wireless network can be encrypted using different methods. These methods include WEP, WPA and WPA2.

These encryption options for your router can be set by logging in to the router's web page-based administration interface.

WEP (Wired Equivalent Privacy) is an older protocol and is not considered to offer very much security. Although it is better to use WEP than no password at all, you should not consider your router well-secured if you are using WEP.

WPA (Wi-Fi Protected Access) and WPA2 offer much greater security than WEP and should be used instead of WEP if at all possible. WPA2 offers even greater security than WPA and should be used if available.

When your computer first tries to join a closed network, you will need to enter the password to login to that network. (OS X should offer the choice to remember that password in your keychain so that you don't have to enter it thereafter when joining the same wireless network.)

**Wireless network names**

Before entering a password, however, the *name* of the closed wireless network you wish to join must be specified. The SSID (Service Set Identifier) is the public name of the router's wireless network.

The administrator of a wireless router should assign an SSID name to the router's network and not use the default name. The router's administrator

can also set the wireless router to broadcast or not broadcast its SSID.

If the SSID is broadcast, a wireless-equipped computer will receive that broadcast and will display that wireless network's name in its list of accessible networks. To join that wireless network, the computer user only need select the name of the network from the list that is provided during the login process and enter the proper password for that network.

If the SSID is not broadcast, the wireless-equipped computer will not "know" that a wireless network is available. However, if the user manually enters the SSID name of the network and the network's password, the computer will be able to login to the network.

Thus, it would seem that not broadcasting the SSID of your router's network would provide an added measure of security: how can some hacker even try to join the network if his computer doesn't know the network exists? Unfortunately, there is software that can easily detect the existence of a wireless network, even if the router's SSID broadcast is turned off. Thus, in practice, turning off SSID broadcast offers little extra security.

**Router security summary**

1) Change the default password that is used to login as an administrator of the router.

2) For wireless routers, enable WPA or WPA2. Doing so will enforce the requirement for a password to join your router's wireless network and will enable encryption of the data traversing the network.

# Video Tutorial Links and Info

We viewed a QuickTime video by Chris Breen, an editor at MacWorld, which was produced exclusively for Macintosh User Groups. The video was about enhancing your browsers.

Some poorly designed websites will refuse to allow their web pages to be loaded unless they are being viewed by *Internet Explorer* as the browser. Safari users can enable its "Debug" menu to try and circumvent this problem. (Another option is to avoid using such brain-dead, non-compliant websites and to boycott their companies!)

Once the *Safari* Debug menu is enabled, you can use one of the options of that menu to change the "User Agent." (The User Agent is the browser that *Safari* will claim as its identity when connecting to websites. Pretending to be *Internet Explorer* can sometimes allow *Safari* to show websites that only support *Internet Explorer*.)

*Safari* itself does not offer a way to turn on its Debug menu. You will have to use some other program or utility to enable the *Safari* Debug menu.

One such program is the *Terminal* application. (Terminal is in your "Utilities" folder.) Enter the following command (<u>exactly</u> <u>as</u> <u>written</u> <u>below</u>) in *Terminal* to turn on the "Debug" menu in *Safari*:

```
defaults write com.apple.Safari IncludeDebugMenu 1
```

The *Safari Enhancer* utility software was also noted in the video as having the capability to enable the Debug menu. *Safari Enhancer* also offers other options for *Safari*.
<http://www.celestialfrontiers.com/safari_enhancer.php>
Freeware

Another utility for enhancing *Safari* mentioned in the video was *Saft*.
<http://haoli.dnsalias.com/Saft/>
Shareware: $12

However, Jim noted that *Saft* has in the past caused serious problems after Mac OS X system updates are installed. *Saft* users need to be wary of these potential problems that can only be solved by updating to a new version of

*Saft* that is compatible with the system update.

You can also use *TinkerTool* to enable the Debug menu without resorting to Terminal. (See the Main Presentation write-up in this meeting report for information about *TinkerTool*.)

*Firefox* is a capable browser that can be used instead of *Safari*. (It is also available for Windows computers and is taking market share away from Windows *Internet Explorer*.) The video provided several tips about using and tweaking *Firefox*.
<http://www.mozilla.com/en-US/firefox/>
Freeware

*Firefox* can be customized with many add-ons. Noted in the video were:

*Greasemonkey*
<http://greasemonkey.mozdev.org/>
Freeware

*Google Toolbar*
(It was noted that *Google Toolbar* sends info to Google about sites that you browse.)
<http://www.google.com/tools/firefox/toolbar/FT3/intl/en/>
Freeware

# Member Presentations

Long-time Double Click member Pat Kenney talked about his multi-year Mac experience and satisfaction with the Macintosh platform.

# Files of the Month

Jim Macak's "Files of the Month" demonstration was incorporated into his mail presentation during the second half of this month's meeting.

## "System Preferences:
## Optimizing and Personalizing Your Mac"

*Presented by Jim Macak, Double Click President and a Macintosh consultant.*

Unless your Mac was set up by someone else, you have almost certainly used "System Preferences" of OS X at one time or another. Steve Parker, in his *Beginners' Session* presentations, has talked about many of the basic system preference settings.

Rather than cover that information again, Jim oriented his presentation towards tweaking some lesser known preference settings, discussing how he has fine tuned the way his Macs behave. Thus, his presentation included settings that he has found useful, preference settings that are highly recommended for security purposes, a preference setting mainly for fun, and an introduction to preference panes from third parties that are great additions to any Mac.
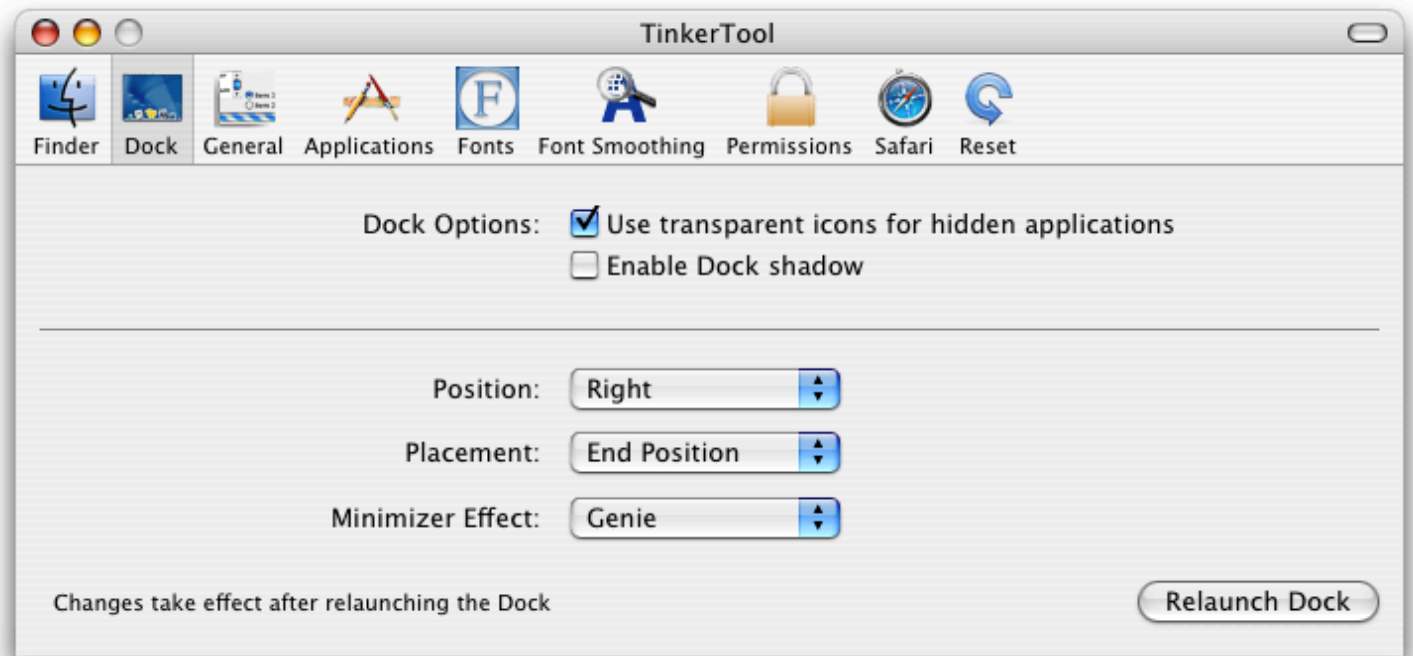
## TinkerTool 3.61

Before discussing settings changes as implemented through the preference panes of the *System Preferences* application, Jim talked about *TinkerTool*, which is an application that gives you access to additional preference settings that Apple has built into Mac OS X. *TinkerTool* allows you to activate hidden features in the operating system and in some of the applications delivered with the system that can not be easily set otherwise.

*TinkerTool* makes sure that preference changes can only affect the current user. You don't need administrative privileges to use it. With this design, it is no problem to use *TinkerTool* in professional networks where users have

restricted permissions. The program will never change any component of the operating system, so the integrity of your system is not put at risk, and there will be no negative effect on system updates.



All preference settings changed by *TinkerTool* can be reset to Apple's defaults, or to the state that existed before using the tool. No dangerous background processes are used for *TinkerTool's* operation.

Requires OS X 10.2 - 10.4
Freeware
<http://www.bresink.de/osx/TinkerTool.html>

## Moving on to System Preferences...

**Desktop & Screensaver:** Jim reminded us of the feature of the "Desktop & Screensaver" preference pane that allows you to set your screen corners to start various functions when the mouse cursor is moved far into the designated corner.

Once a "Hot Corner" is set, a quick flip of your wrist will propel the mouse cursor into a corner and open Dashboard, start your screensaver, etc. The reason this is handy is that you need not be precise in placing the mouse cursor in the corner. Since you can't move the cursor "too far" into the cor-

ner, there is no chance of overshooting your target. Hence a "quick flip" will do the trick.

Once in the Screensaver tab of the "Desktop & Screensaver" preference pane, click on the "Hot Corners…" button to get the following setup choices:
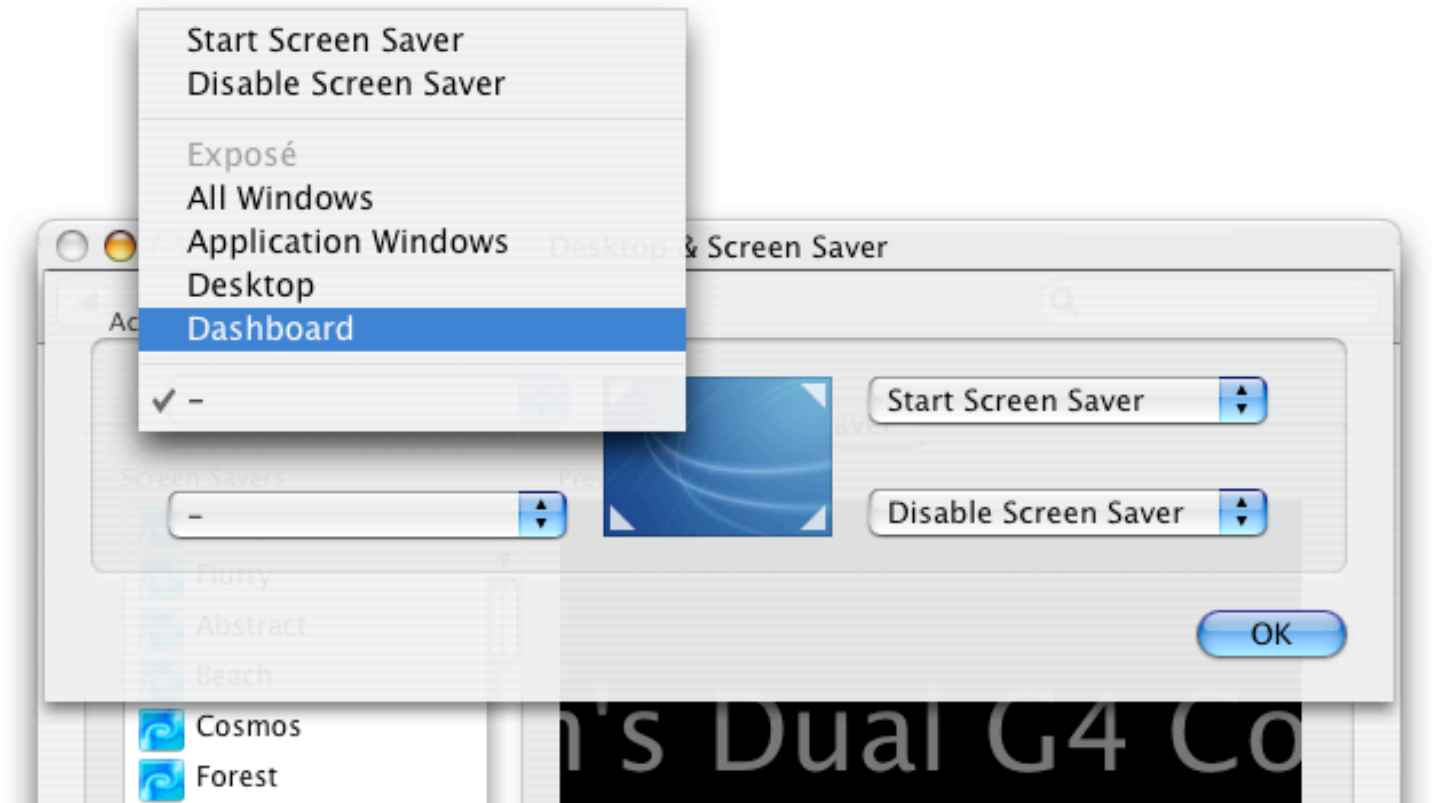


**Security:** The final option in the "Security" preference pane is a checkbox to "Use secure virtual memory." Jim encouraged all users to enable this function. It will result in the encryption of the hard disk drive swap space that is used to store data from programs currently running on your Mac when your Mac's RAM (memory chips) becomes full. If not protected by encryption, the data in the hard disk drive swap space (which might contain private information) could be read by a malicious snooper.

**Accounts:** The "Login Items" tab in the "Accounts" preference pane lets you designate which programs (and/or documents) will start up or open automatically when you login to your Mac. You can even add a folder to the list of login items so that the folder's window will automatically be open after you startup.

You can add an item to this list my clicking on the "+" square button in the lower left of the "Login Items" tab. Likewise, remove items from the list by clicking on the "-" square button. (Another way of adding an item that is on the Dock to this list is to click and hold on the Dock icon of the item you wish to add to the "Login Items" list. A pop-up menu will come up. Choose "Open at Login" from the menu and that item will be added to your list.

**Universal Access:** Here's a quick way to check how a document that contains color will appear when printed on a black and white printer. Choose the "Seeing" tab in the "Universal Access" preference pane. Put a check next to "Use grayscale" in the "Display" portion of the window and your whole screen will immediately be shown *sans* color.

Also in that "Seeing" tab, you can enable the display "Zoom" feature by selecting its "On" button. Once the "Zoom" feature is on, use the key-combo of [command option =] to zoom in and [command option -] to zoom back out. This can be very handy for quickly enlarging some text or graphic element that is hard to see on your screen due to its small size.

**Speech:** If your Mac has a built-in microphone or you have an external mic attached to your Mac, you can have some fun by enabling your Mac's speech recognition capability. Open the "Speech" preference pane and select its "Speech Recognition" tab. Turn "Speakable Items" on and a "Speech Commands" palette will pop up, showing you a list of all the commands that you can speak to your Mac. It's really quite amazing to work on your Mac via speech recognition. The novelty of it will likely wear off soon, though. Nevertheless, using speech recognition can certainly be a pleasant and fun diversion. (Be sure to command your Mac to "Tell me a joke!")

## Third party System Preference panes
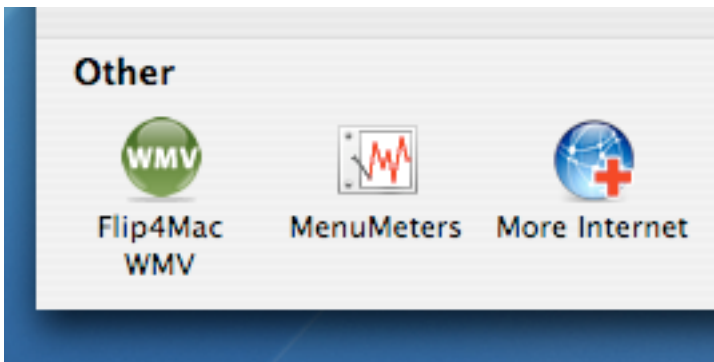


You can add extra preference panes to your Mac's *System Preferences* application. If an installer is not available for the preference pane you are adding, you can put its icon into your Home's Library/PreferencePanes folder or into the Library/PreferencePanes folder at the "root" level of your startup hard disk.

**Flip4MacWMV**: With the Windows Media Components for QuickTime by Flip4Mac, you can play Windows Media files (.wma and .wmv) in QuickTime Player and view Windows Media content on the Internet using a web browser. (Microsoft is no longer supporting its Windows Media Player for the Macintosh.) You can set its various options via its Preference Pane interface.

Requires OS X 10.3.9 or later  (Universal binary); QuickTime 6.5.1 or later
Freeware
<http://www.flip4mac.com/wmv.htm>

**MenuMeters:** *MenuMeters* is a set of CPU, memory, disk, and network monitoring tools for OS X. The *MenuMeters* monitors are true SystemUIS-erver plugins (also known as Menu Extras). This means they can be reordered using command-drag and remember their positions in the menubar across logins and restarts.

Jim noted that *MenuMeters* can provide useful and interesting information about what is going "under the hood" of your Mac. Turn on *MenuMeters'* CPU meter and you'll see a read-out of the percentage of the potential total processing power your Mac is using from moment to moment. (You may be amazed at how much time your CPU is nearly idle!)

The Memory display function of *MenuMeters* can actually help you determine if a RAM upgrade might benefit your Mac. When the *MenuMeters* Memory display is on, clicking on its readout in the menubar will produce a drop-down menu that shows memory usage statistics.
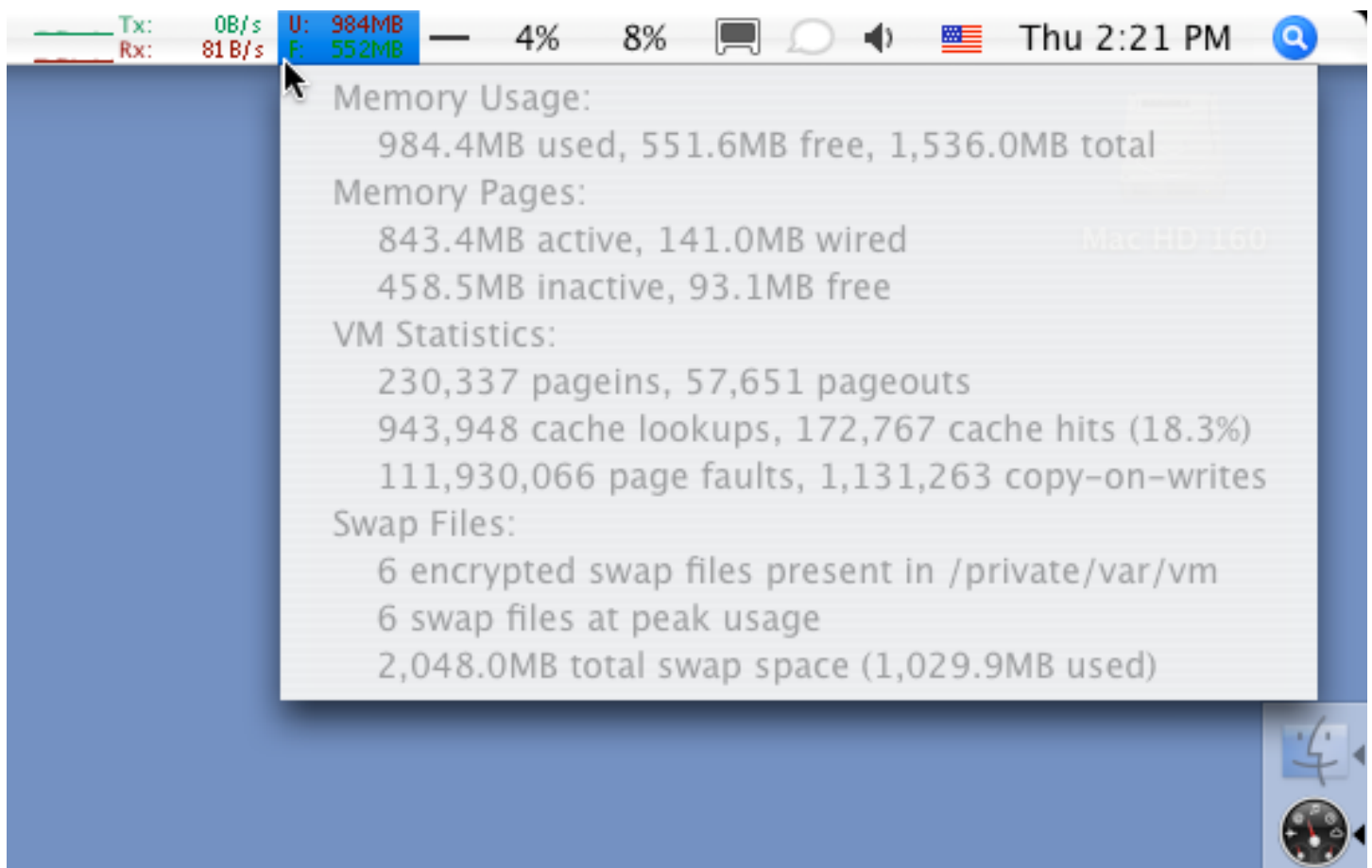
Note the read-out for "pageouts." Pageouts occur when your Mac's RAM is insufficient to hold all the applications and system processes that you are currently running on your Mac. If that pageouts number is non-zero **and** is growing rapidly, it may be time to add some more RAM to your Mac. Doing so would tend to speed up your Mac, especially when switching from one application to another. For an informative technical discussion of pageouts and OS X memory usage, see this page:

http://www.macosxhints.com/article.php?story=20010613140025184

Requires Mac OS X 10.2 - 10.4  (Universal binary)
Freeware/Donationware
<http://www.ragingmenace.com/software/menumeters/>


**More Internet:** *More Internet* is a System Preferences pane that uses Internet Config to allow you to choose which applications are set as helpers for internet protocols (i.e. which application will be chosen to handle which URL.)

Apple's own Internet Preference Pane only allows you to set mail and browser applications. *More Internet* allows you to change (or add/remove) any of the internet protocols.

Requires OS X 10.2 - 10.4 (Universal binary)
Freeware/Donationware
<http://www.monkeyfood.com/software/moreInternet/>

# double Click

## *March 18ᵗʰ Meeting Preview:*

"Music, Photos and Video:
Mobile Entertainment on the iPod"

Presented by Gene Braun,
Double Click Vice President and
an Apple Store Mac Specialist

Gene will present the full Apple iPod lineup, comparing and contrasting the various models and pointing out the strengths of each. Which is best for you?

He will also demonstrate some tips and tricks for using iPods for music, photos, video and data and how to best interface your iPod with your Mac.

**Double Click will be having another "Super Raffle" at the March meeting.** We'll actually have a *two separate* "Super" prizes this time: two 30GB iPods! You'll need to come to the meeting to have a chance to win one of them, so see you there!

Check the Double Click website for more meeting information:

www.double-click.org

*This Double Click meeting report was written, edited and produced by*
*Jim Macak, the President of Double Click, Inc.*

*Jim is an Apple Certified Help Desk Specialist and*
*a Macintosh help consultant for the Milwaukee area.*
*His website is [www.yourmacdoc.com](www.yourmacdoc.com)*