



News You Can Use

NEWS

MAC HACK IN THE NEWS?

The CanSecWest security conference held a hacking contest against several computers.

Yes, the Mac was hacked, but it's important to know that the hacker did so while sitting at the computer, not over the Internet.

We're all safe. As long as we don't let hackers sit down at our computers, we'll be fine.

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QUICK TIP

SLEEPING LAPTOPS

Those with laptop Macs can safely put the computer to sleep and carry it around. There's no need to shut down and restart every time. (I almost never shut mine down!)

Mac laptops will sleep when you close the screen.

Before moving the computer, first wait till you see the white "sleep LED" start to pulsate on and off. That's when the hard drive has stopped spinning and it's safe to move.

You Knew I'd Do It Sooner Or Later

Leapin' Leopards

I upgraded to MacOSX 10.5 Leopard on March 20th. It was time to try out the new stuff, especially since there are about a dozen of you running Leopard on new computers.

Upgrading Carefully

By doing my homework, I was able to avoid many of the pitfalls of upgrading. I started thinking about some of this a few months ago.



Preparing

- I waited till the 10.5.2 update came out.
- I updated every program with a Leopard-compatible version. Some were free updates; some were cheap; a couple were rather expensive. (The Apple programs, of course, come with Leopard, so they didn't need to be updated.)
- I identified programs that won't run at all on Leopard, to delete them after the upgrade.
- I made sure my printer, scanner, or other drivers were available from the manufacturer. In many cases, these could be updated while still on Tiger: most are compatible with both.

Pulling The Trigger Gently

- I disabled all of the programs that start automatically.
- I sync'ed the iPhone, backed up my QuickBooks file, then backed up everything just before the update.

Rationalizing A Hardware Update

I took this opportunity to upgrade my laptop's hard drive to a larger, faster model. This had the advantage of having *nothing* on it left over from 10.4 Tiger.

After I installed Leopard on the new drive, I popped the old drive into a FireWire case; the system then followed the migration procedure as if I'd bought a new computer. All of my stuff from the old drive was copied forward.

All of these precautions ensured a safe journey into the land of the Leopard. I had no problems when installing several software updates.

I Don't Use All The Features

I'm getting used to most of Leopard's features, but I'm not yet

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WHAT'S IMPORTANT

Solving your problem the *right* way, as much as humanly possible.

Not making things worse.

Some support folks try to fix one problem and end up creating new ones. Where does that leave you?

Keeping your costs down. It's more important to provide good service than to squeeze out a few more bucks. When you see a "comp" item on an invoice, it's my way of helping to keep your costs low.

using a few of them. I don't know if I ever will.

Time Machine

Time Machine is Leopard's automatic backup system. You attach an external hard drive, enable Time Machine, and forget it. I've been using the \$27 SuperDuper backup program for about eight months, and I plan to stick with it for the foreseeable future. There's no big reason for me to change.

Fancy Mail Stuff

Apple Mail got new slick "Mail stationery," like greeting card formats. That's not for me. Nor do I yet care about Mail's new Notes and To-Do list, even though they work with the iPhone. (The iPhone picks them up when it's online; without cell coverage in town, mine is never online!)

It Seems Faster

Leopard is snappier than Tiger, but perhaps some of that is due to the faster hard drive. I'm sure Apple improved performance overall too. It definitely wakes from sleep faster than Tiger.

Tunes On The Cheap**Lowest-Price iPod**

Apple recently lowered the price of the iPod Shuffle to \$49. This little iPod has been around for a couple of years; its 1GB capacity holds about 250 songs.

The 2GB model is identical, but it holds 500 songs and costs \$69.

