

## Yosemite updates

In recent weeks there have been two “minor” updates to OS X 10.10 Yosemite which have brought with them two significant changes.



**10.10.3 introduced Photos**, a photo management application which replaces Apple’s previous offerings; iPhoto and Aperture. The interface for Photos on the Mac is the same as that for Photos on iOS, so those of you familiar with using it on your iPhones and iPads will feel at home. However, there are implications for die-hard iPhoto users. When Photos is first launched it will convert your iPhoto library into a Photos library, and become the default photo management application. Any photos which you now import or edit in Photos will ONLY be in the Photos Library. In addition, because the library was duplicated by Photos during conversion, your digital photographs are now taking up twice as much disk space because of having the two libraries. You can stay with iPhoto if you want to, but you need to make sure that you upgrade to iPhoto 9.6.1 BEFORE upgrading to OS X 10.10.3 as the older versions of iPhoto don’t work with 10.10.3. Whichever application you decide to use, you can Trash the library for the one which you are not using (it will be in your Pictures folder). Just to be on the safe side if you are going to use Photos, I would make a backup onto another drive of your iPhoto Library before deleting it.



**10.10.4** (and iOS 8.4 for iPhone, iPad and iPod) **introduced Apple Music**, Apple’s music streaming service (it is similar to Spotify). Along with the 10.10.4 update comes iTunes 12.2 which is the way that you access Apple Music. (NB: iTunes 12.2 will work on any Mac running OS X 10.7.5 or above, but Apple Music requires 10.9.5 or above). There are a range of subscription packages for Apple Music and the first three months is free. For more information go to <http://www.apple.com/nz/music/>

## Passwords...

...are a necessity these days, and keeping track of them can be quite a problem. Apple do provide some assistance. Safari will retain website passwords for you and if you need to know what you have used you can access them through Preferences. KeyChain Access is a utility on your Mac that stores any password where you can tick a box in an application to indicate that you want the password saved. But there may be passwords that you want to keep a record of but not save with these technologies, such as your internet banking details. A simple solution can be to use a text file stored on a secure virtual drive - a drive that can only be accessed by entering a password. Notes on how to set up a secure virtual drive can be found at [www.maonsite.co.nz/self-help.html](http://www.maonsite.co.nz/self-help.html)

## Away from the desk...

While going to work in the CBD the other week, I encountered polar bears in Aotea Square:



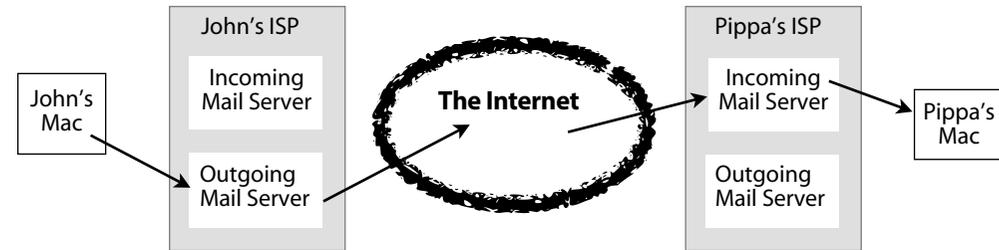
# Getting to Grips with...Email, part 1

Email has become an essential part of our lives, and a technology which regularly fails. Some weeks all I do is resolve problems with emails, so I thought some information on how it works (being as non-technical as possible) might be helpful. The illustration on the right shows the basic process of how an email moves from John's Mac to Pippa's Mac. This process takes place no matter what software John or Pippa are using for their email.

There are two main types of software than can be used for email: web browsers and email client applications.

**Web Browsers** such as Safari, FireFox and Chrome use the webmail service provided by ISP's (Internet Service Providers). To use the service you point your browser at the appropriate website and login with your username and password. What you see and the functionality that you have available are determined by the software that the ISP is running on their server in order to provide the webmail service. When using a web browser for email, the emails themselves don't get downloaded to the Mac, the browser just shows what is on the server. Managing email this way is entirely dependent on having an internet connection. There is no option in this approach that enables reading or writing of emails off-line.

**Email Clients** such as Apple Mail, Outlook, Entourage and Thunderbird are applications dedicated to managing email. They need to be configured to access the email account on the ISP's system, and this usually includes storing the username and password so there is no need to keep logging into the service. Copies of all your emails are stored on your Mac, so you can read and write emails without an internet connection. The email client moves the emails and communicates with



the ISP's system using an email protocol, of which there are three in common use:

## POP and SMTP

POP is for communicating with an incoming mail server (mail coming to you), and SMTP is for the outgoing mail server (mail you are sending). With the **POP** protocol, when the email client contacts the server, if there is any new email it is copied to the client and a flag is set on the server. The nature of this flag is determined by settings in the client software. It might be to delete the email from the server immediately, or it might be to delete it in 7 days time. There are a range of other options too. With the **SMTP** protocol, when the email client contacts the server in order to send an email, it is copied from the client to the server. However, it will only be on the outgoing server for seconds as it will immediately start the process of moving the email through the internet to the recipients incoming mail server. So, with the POP protocol it is common for the email account to take up very little space on the ISP's server.

This scenario is usually very fast and works very well if you only have one computer (or device) which you use for email. If you have two or more devices using the same email account with POP and SMTP, then you may get email coming in more than once (because it arrives on each device), or only on some, if it is being

immediately deleted from the server. In addition, any mail that you send will only be stored on the device which you sent it from, not your other devices.

## IMAP

The IMAP protocol was developed for using the same email account on multiple devices. Instead of moving emails, IMAP synchronises the email client with the data on the server. Each device being used does the same synchronisation so the email on each device is the same (iOS devices might only have the most recent emails). This can make life with email much more manageable, but there are implications. The email account takes up much more space on the ISP's server, so not all providers offer an IMAP service. It can also be slower than POP, because each synchronisation looks all the contents of all the folders in your email system. The more folders and emails you have, the longer it will take.

## Exchange

This is Microsoft's version of IMAP, but also handles contact and calendar information. It can only be used when the mail server is using the Microsoft Exchange Server software.

**Next issue...**where emails are stored on your Mac and how to manage them.