

Genius Bar Questions

January 13, 2018

(All answers written out by John Carter are as a compilation of answers by all genius bar members unless otherwise indicated.)

Dave Rothgery:

Q. 1. What is the purpose of an Admin account and how should it be used?

An Admin account is the system administrator and has full privileges to do anything at all, short of deleting required system files. All computers must have an Admin account. When first turning on a Mac, the first account created - regardless of the name given to the account - is an Admin account. You can create several accounts and give them all administration privileges. Creating an account is done in System Preferences -> Users and Groups.

Frank Croft: To set up, control, and install software on the computer. You should have at least one admin account, and at least one standard user accounts. This does not include the Guest account.

Q 2. When I install a new Apple computer, is the initial account I set up an Admin account, (I think yes)?

Yes. You *have* to set up the first account as an admin.

Q3. Other than Guest Account, (please explain how Guest Account should be used and the limitations of it), should I create another account for day to day use to use instead of an Admin account?

A Guest account has limited privileges. One limitation is the ability to install new applications. Parental controls are available to limit a Guest user from accessing certain websites, run certain applications, or make changes even to the account itself.

When a user logs out of the Guest account, whatever the user added to the computer - personal files, etc. - are deleted.

The purpose of a Guest account is to allow someone else to access your computer while leaving your account intact and not leaving a mess behind.

It is recommended that your personal account NOT be given administrator privileges. If you did manage to download a virus, the virus would need Admin privileges to install itself on the computer. Use the Admin account to install new applications or to make other system changes to the computer.

Frank Croft: There are different ways to do this. I use the admin ALL the time because I know what I am doing. For those that are not as advanced, I recommend setting up a normal user account. You then have to login to the Admin account if you want to update or install new software. I recommend not activating the guest account unless you have someone regularly using your computer as a temporary computer.

<https://www.dailytut.com/apple/guest-account-mac-os-explained.html>

1. Which anti virus software do you use and why?

Sophos Home (sophos.com) is the antivirus application used by many. There are others, but my personal experience is that Sophos is the least invasive. When first installed, allow Sophos to run a full scan on the computer. After that, a full scan is probably never needed again because Sophos is monitoring all new files added to the computer.

In my experience (John Carter), the only viruses found by Sophos are files intended to be run on a Windows computer, and are usually found in an email. Sophos tells you where the file is if it has to be deleted manually, otherwise it takes care of the virus itself.

Frank Croft: MacAfee and Sophos. Both are top notch. I use Sophos because it is free.

2. Do you also use an anti malware program like Malwarebytes?

MalwareBytes can be run on a Mac, but it's usefulness is in question. Others who have used have never seen MalwareBytes find anything on their Mac.

Frank Croft: Yes, since this software catches extraneous advertising and Sophos does not.

3. Are either or both of these recommended?

This is a personal decision based on your concern for safety. Neither are needed so long as you use common sense about clicking on links in an email and downloading applications. Security should be your personal responsibility and not left up to an A/V or malware app. However, you can get infected by adware by going to a safe site.

Frank Croft: I recommend both. My wife was at Houzz a couple weeks ago, and downloaded a picture that told her her Adobe Flash was out of date, and gave her a link to click on to up date it. She did and that is when everything went Wonky. She yelped, and I grabbed her computer and took over to keep what ever was trying to be installed to stop. Thirty minutes later the AV and MalwareBytes had identified 3 different products, and I was able to isolate the problems. So even if you are careful, it is still possible to get infected.

John Carter: See <https://support.apple.com/en-us/HT202681>. Rather than clicking on any link that pops up in your browser to download Flash, go to adobe.com and get it direct from there. If you still get the same message from the same site after updating Flash, then the site is probably unsafe. If you need to access a site that requires Flash, a better solution is to use the Google Chrome browser since it has a vetted version of Flash (by Google) built in.

Question: I have two iTunes music libraries, one on my computer and the other on my wife's. Can I merge one into the other and if so, what are the steps?

I know I can export a Library but it looks like I can only import play lists. What are my options in order to combine the two into one?

You can copy the entire iTunes library (as a folder) from one computer to another. When you start up iTunes, you can specify which library to use. You can export files from one Library and then import them into another Library. Below is a link that gives instructions on how to merge iTunes Libraries.

How To Combine or Merge Two iTunes Libraries

Sep 9, 2017

<https://www.kirkville.com/how-to-combine-or-merge-two-itunes-libraries/>

TunesMate

(\$29.95, 1 year license;
39.95 lifetime license [1 machine];
\$49.95 family lifetime license [2-5 machines]

<https://www.imyfone.com/iphone-transfer/>

Pam Wickstrom:

1. Mail Sends Unexpectedly While Composing | Official Apple Support ...

<https://discussions.apple.com/thread/7782331>

1

"Dec 11, 2016 - 15 posts - 10 authors

*Processor **Speed**: 3.3 GHz ... The native **Mac Mail** client often, but not always, **sends mail** prematurely, while I am composing. ... Go into the **Mail** app; Create a new empty **mail message**; From the menu bar select View > Customize Touch Bar; Using the trackpad, move the pointer down into the touch bar and ..."*

I have tried everything this website suggests. Can't get "send" to be replaced in touch bar. Also adjusted track pad to firm as another person did. Problem remains.

Sorry, this will have to be demonstrated in person.

2. My MacBook Pro has been taking typed letters as I am typing and inserting the letters randomly into the text of emails and documents. I have changed keyboard sensitivity several times, but the problem hasn't resolved. This problem began prior to the High Sierra transition.

This is most likely caused by the palm of the hand brushing against the trackpad while typing. Practicing prescribed secretarial typing methods means holding the palms of your hands up in the air - like playing a piano. If you did that, the problem might never happen.

In System Settings -> Accessibility -> Mouse and Trackpad, there is an option to "ignore built-in trackpad when mouse or wireless trackpad is present." So the recommendation here is to use a mouse with your laptop - or keep your palms up in the air.

Beth Jolliffe:

How do I set up a personal hotspot for my iPhone?

In Settings, click on the fifth item down, “Personal Hotspot.” In the next window, click on Personal Hotspot. Please note the very complicated password. You must use that on the other device to link to the iPhone’s Personal Hotspot.

The purpose of a Personal Hotspot is to provide Internet access to another device that would not have access to the Internet by any means other than an Ethernet connection or some other Wi-Fi hotspot (like at a store that provides such service) and where neither are available. The iPhone can provide Internet via its Cellular Data access to the Internet. Using the iPhone this way does use additional battery power, so it is recommended that the iPhone be plugged in to a power source. Continued use of the iPhone in this manner uses available Cellular Data and heats up the battery. An over-heated battery can swell and destroy the iPhone. Even cell phone service that touts unlimited data plan may have a restriction on Cellular Data when roaming - meaning not within range of a tower.

Frank Croft: First, you need to be sure your carrier AND your plan will support Hot Spot (smaller plans will not support this).

David Haines:

How to cleanup/speed up MacBook?

CleanMyMac (<https://cleanmymac.com>) is an app that can clean out junk and unused files from a Mac. Cleaning out junk is not a guarantee that the Mac will run faster. If you have a large drive with plenty of space left, there really isn’t any need to remove anything. Only when the available space on the drive becomes less than, say, 10GB might there be a need to clean up the files. Simply downloading a new OS update requires at least 6 GB of space on the drive.

Onyx (<https://www.macupdate.com/app/mac/11582/onyx>) is similar to CleanMyMac but without the user friendly interface, and it is free. There is an old software review on Onyx in the PMUG website under Member Benefits->Reviews (https://static1.squarespace.com/static/585eab71893fcoe1cd0335b2/t/586fa041f7e0ab12abe8fc9f/1483710529622/sr_Onyx.pdf)

Cocktail (<http://www.maintain.se/cocktail/>) is another free app with a user-friendly interface.

To speed up a Mac the way it was when new, one way is to actually return the Mac to its new status - before you loaded it down with applications. Applications running in the background use processing power which does slow the computer down, but only a little.

Increasing the RAM (memory) in an iMac (unfortunately, you can not increase RAM in any of Apple’s laptops since 2011 which is why we recommend getting the maximum amount installed when you buy it) increases the Mac’s ability to switch between applications faster and to load a full application into memory all at once. The dot under the icon in the Dock identifies a running application.

Without a doubt, the best way to speed up any computer is to replace the hard drive with a solid state drive.

Jim Hamm:

1) What is the difference between doing a clone or image of a computer disk?

None. Both will store all system and hidden files, including the boot partition, on a new drive.

2) For doing a complete backup of a disk to an external drive, which is better to use -- a clone or image -- and why?

Either. Use what the cloning application says it will do.

Frank Croft: Making a disk image ends up being smaller (my understanding is that a disk image is a compressed file), but needing to be decompressed when you access it. Making a clone of a disk is a one time picture of the disk. Using Time machine gets the one time picture, then adds changed files without copying all those things that do not change.

John Carter: A Time Machine backup cannot be booted from. A clone can.

3) There have been many blogs about whether one should use an AV program on a Mac. Your opinion?

Art and Ward: I don't use any.

John and Frank: I use Sophos.

See the answer above regarding anti-virus applications.

4) What are a couple of good AV programs to use, and why them?

Sophos is a good one, but in practice the use of them is up to you and how safe you want to be.

5) Do you feel comfortable using the Kaspersky AV program?

Kaspersky may be a good program, but there is a personal stigma about using an application like that from a foreign country known to be an enemy of the United States.

George Shriver:

In the past, it was expected that Apple products did not need an extra outside anti virus program. I assume that Apple' software still is up to date on that issue. However, with recent developments by hackers, perhaps added "protection" is now needed. That's my question to the Genius bar.

See the above answer regarding anti-virus apps.

Laura Stone:

I have a MacBook Pro and a Mac. I bought a new printer a Brother MFC-J4620DW. I can print from the MacBook Pro, but every time I print from my Mac I have to put in my WiFi password on the printer. The guy from Think 4 Inc tried to help me and I have called Apple but the problem doesn't go away! The printer is not hard wired to the Mac. HELP!!!!

In this case, the installed device driver for the printer may have come from the disk that came with the printer. This is never recommended as those files are always out of date. Allow the Mac to find the proper driver, or go to the printer's manufacturer site and download the latest that is available. You should first delete the printer (System Preferences -> Printers and Scanners).

Ginger Carlson:

I have several items in my side bar, under “Reading list” that I want to delete. How do I do that?

There are two ways.

- 1) On the Mac, right click on the item and select *Remove Item*, or, if you have a trackpad or Magic Mouse, swipe the item from right to left and select *Remove*.
- 2) On iOS, swipe the item from right to left and select *Delete*.

My email boxes read as follows:

Under "Ginger's G-mail-all mail" there are 4449 messages going back to 2016

Under “Archive” there are 4449 messages going back to 2016

Under “Archived Mail” mail going back to 2011

Under “Emailed Contracts” 46 from 2015

“Important” 634 messages,

Isn't all this stuff just clogging up the computer? Should it be gotten rid of?

On a large drive with lots of free space available, it really isn't necessary to delete old files - they are not “clogging up” the computer. If you are accessing your email using a browser, then nothing is stored on your computer.

It is a personal preference to delete old messages. You can do a search for a keyword to find a list of messages that you know you aren't interested in, and then delete everything in the list (Select All, then Delete). You can sort the messages by date with the oldest at the top and then select all the really old messages and delete them. Managing your email is really a personal thing. If you don't like what you see, it's your choice how you handle it.

Howard LaPittus:

Apple Mail Question

When saving an email with an attachment and sending later on and if you had an attachment it is no longer on the email?

John Carter: I am assuming that you are creating a new message and adding an attachment, then saving the message as a draft. I frequently save drafts with attachments and the attachments are always there when I open the draft again. I can find no option that would delete an attachment or not in Mail.

If this is a message in your Inbox or some other mailbox that has an attachment, then the assumption here is that you are forwarding or replying to the message, then saving the reply as a draft. Same answer as above.

Apple mail freezes a lot, why?

See: <https://discussions.apple.com/thread/8172314>

You might also try rebuilding your mailbox. <https://support.apple.com/guide/mail/rebuild-mailboxes-mlhlp1227/mac>

JoAnn Moon:

My request is for any enlightened comment about passwords. (Quite the thorn in my side this week.) Why does last week's password refuse to work this week, but previous password might work?

This just might be a problem with your own memory and certainty about which password to use. There is nothing about any computer or website that would mess around with passwords like this. The best option here is to use a password manager (1Password is highly recommended) to keep all your passwords. When visiting a site that requires a password, 1Password can load your ID and password for you. The only passwords you then ever need to remember are your computer account login, your Apple ID, and the password for 1Password.

Also interested in any tips re setting up an iPhone for the first time. That is my next project.

As it comes out of the box, nothing needs to be added. At a minimum, you do need to set up your Mail accounts and login to your iCloud account (with your Apple ID). Setting the preferences for Photos and iTunes is also a personal thing. Any salesman where you buy your iPhone can help you with this.

Mary Albertson:

I've seen several articles lately about lawsuits against Apple for slowing down older iPhones and as a result they are offering a special price for replacement batteries.

IF and ONLY IF you suspect that your iPhone is slowing down as a result of an iOS update, you have the option to take the phone to an Apple retail store and for \$29 have the battery replaced (not available for iPhone 5 series). Batteries Plus in Prescott Valley can replace the battery for you, but this will void your warranty if it is still in effect.

This is Apple's discussion of their batteries, but it does not talk about charging vs discharging: <https://www.apple.com/batteries/maximizing-performance/>

See items 3 and 4 from this site: <https://www.techrepublic.com/blog/five-apps/five-tips-for-extending-lithium-ion-battery-life/>

Also read: <http://www.zdnet.com/article/how-to-get-the-most-from-li-ion-batteries/>

I'm thinking of taking advantage of the offer to replace the battery on my iPhone 6. My questions -

1. Is there a way to tell how well the current battery is working?

Any iPhone should last at least four to six hours on a full charge. If it needs to be recharged after two hours of normal use, you probably need a new battery.

Frank Croft: The "Lirum info" App (App Store, \$2.99) will do this for now, Apple will be providing its own app in a month or two. In Lirum, go to this device, System, Battery. You want to look at the battery design max versus battery actual max and tell Apple the two numbers to get the battery replacement authorized.

2. Any advice on the best way to have the battery replacement done?

IF and ONLY IF the phone is out of warranty, you actually can do it yourself with the right tools and steady hands, or take it to Batteries Plus in Prescott Valley. Otherwise, take it to an Apple retail store in Phoenix.

Anonymous:

1) What can I do about the Spectre and Meltdown security flaws?

For the most part, you can ignore all those warnings. Apple is providing appropriate updates for the macOS and iOS. The bottom line is that a hacker has to have physical access to your Mac or iOS device to take advantage of these flaws.

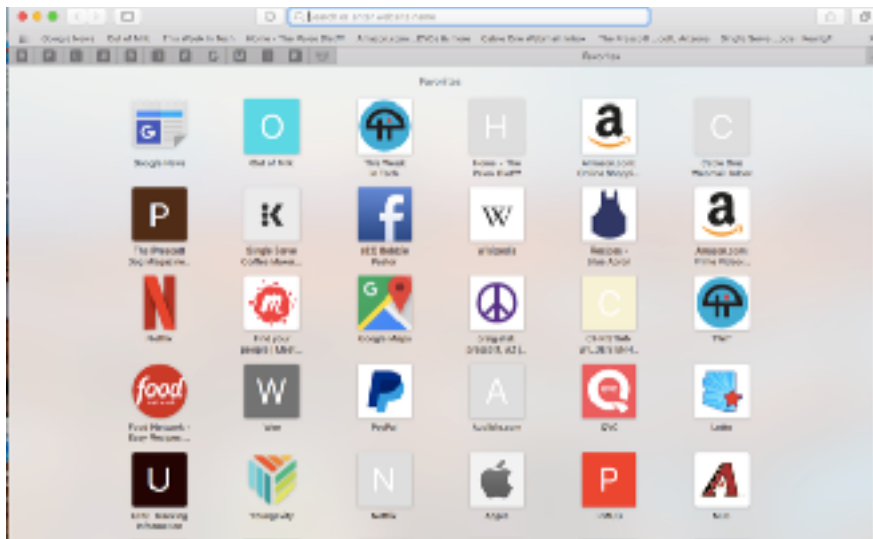
2) iPhone Battery issues: age of battery and amount of charge it will hold, slowdown of cpu to match power output of batter, battery replacement offer.

See the above answer on batteries.

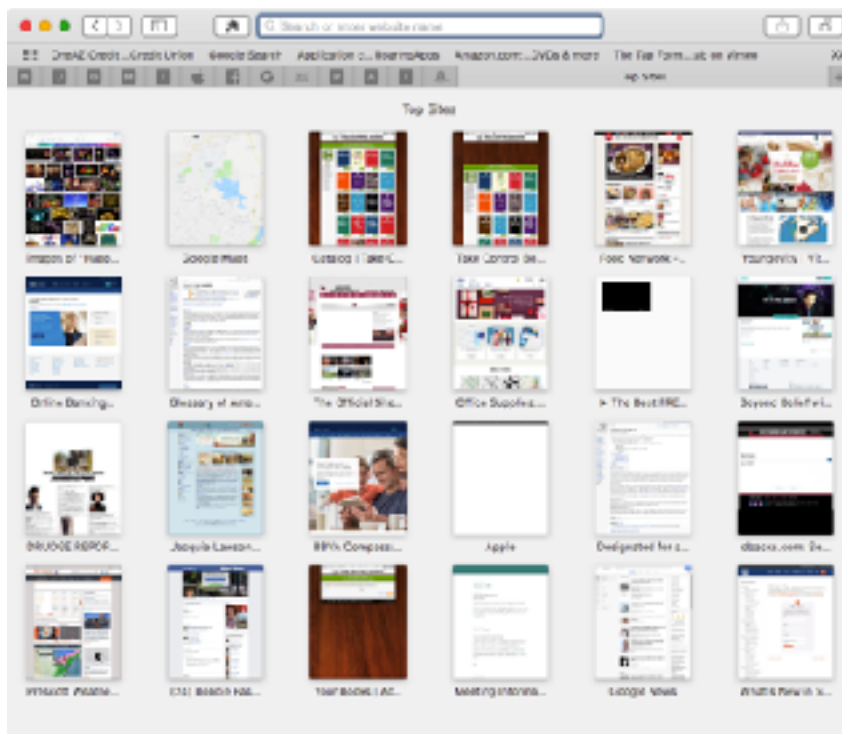
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Bobbie Pastor:

On my computer, the *Top Sites* window looks like this:



On the club computer, the *Top Sites* window looks like this.



My question is, how do I make the club computer's page to look like the page on my computer?

I want icons instead of images of webpages.

The problem here is that you are not looking at Top Sites in the first image. That image is showing Favorites.