Social Security
Access No. : 00000000021-a
ID: me@Verizome.com
password: REMEMBERME
Security question:
My first cat Tigger

The PI
login: me@wap.org
password: SesameOpen123

Bank Account
Member ID: 0996633xYZ-B
Login: me@me.com
Password: MillionDollars2
Security Question 1—
Favorite Cartoon Character:
Uncle Scrooge
Question 2 —
Favorite Vacation: Shopping

MZREE Frequent Flyers
Login: me@MyBusiness.net
Password: Albatross
Security question—
My first car: Ford Model T

COSMOS PRICE CLUB
MEMBER ID: 99999951234X-H
Login: MeMe@BTT.com
Password: JoachimThaler

Where did I put
that password?

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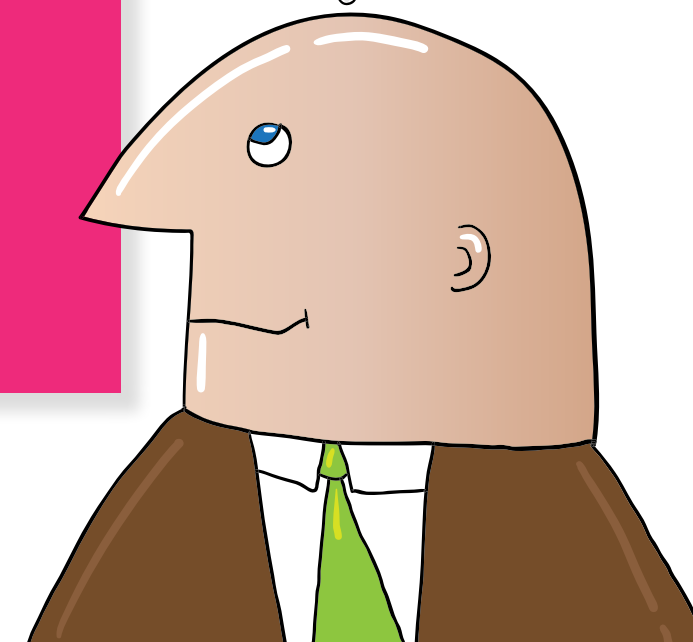
Deadlines

Writers' submissions:

January–February 2013 — November 30, 2012
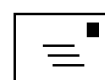March–April 2013 — January 30, 2013

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President's Page

Diana King

The first five months of serving as WAP president have certainly been busy and enlightening. As I have said before, I have learned a great deal about all the layers of activity that go into keeping this club going. Some of the layers, such as the website and the General Meetings, are readily seen by anyone who cares to look (even non-members). Others are less visible, like maintenance of the servers and the membership database. Volunteers handle all of these tasks and the club couldn't survive without them. To all of these folks — the officers, Board of Directors, Management Committee, *Journal* production team, webmaster — I offer my respect, admiration, and heartfelt thanks for all you do.

Now, a request for input from you, Dear Readers. In recent months our General Meetings have featured presentations by Aaron Davis from Apple about OS X Mountain Lion and by some of our knowledgeable members about social media, Mac security, and the new iPhone. We would love to have more guest speakers and ideas for new topics. What are you interested in? Whom would you like to hear from? Give us some ideas for people we could invite to address the group in the coming months. Just send your suggestions to **president@wap.org.** I hope to hear from you.
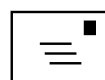
Editor's Page

Jay Castillo

Here we are again, against all odds! Our cover stories are two examples of important software for you to consider: password managers. Jonathan Bernstein writes about *1Password*, and Dale Hrabak writes about *LastPass*. Compare and contrast them, and decide which one is best for you. You know you need to use one of them. In another software review, Neil Ferguson describes his experience learning Adobe *Lightroom 4*. This article is part one, so he has more to tell later. We have one more brief review by Brent Malcom. He shows us how to use Apple's AirPlay technology with an old computer using *AirParrot*.

We have two reprints in this issue, both regarding iOS 6 applications. The first is about *Passbook*, what it does (so far), and its benefits. The second reprint discusses the criticism of Apple's new Map App. Depending on how you use your map apps, it can still be of service.

As always, we need articles for the next *Journal* issue, so write something about your Christmas computer technology gifts to share with others. It is, after all, the season for giving. Happy Holidays.
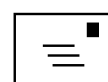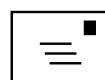
The Road to Mountain Lion: A Survey

Lawrence Charters

During the summer of 2012 the Pi ran a survey on the front page of the website, www.wap.org. This ran prior to the introduction of the new Macintosh operating system, Mountain Lion (OS X 10.8), and the new iPod, iPad and iPhone operating system, iOS 6. The survey was limited to members only, and 34 members responded. When viewing the responses below, keep in mind that some questions allowed the respondent to answer more than once. After the survey results, you'll find a short summary of conclusions.

Are you planning to upgrade to Mountain Lion?

    Yes – 25

    No – 3

    At present, unsure – 6

Apple's pre-launch publicity clearly reached users, at least those in Washington Apple Pi.

What kind of Macintosh is your primary machine?

    MacPro – 4

    Intel-based iMac – 14

    MacBook Pro – 6

    MacBook Air – 0

    MacBook – 6

    Intel-based Mac mini – 4

    Non-Intel-based Mac – 0

    I don't know – 0

It was gratifying to see that members can identify their computers. In years past, some answered "beige" when asked, "What kind of Mac do you have?"

Is your current Macintosh compatible with Mountain Lion?

    Yes – 28

    No – 4

    Not sure – 2

Again, Apple's pre-launch publicity seemed to give most users a good sense of which machines could take advantage of the new operating system.

Do you know how Mountain Lion will be sold?

    Yes – 31

    No – 4

    Not sure – 1

Uncertainty about how to purchase Mountain Lion extended beyond this survey; a fair number of questions on the Pi's forum, the TCS (https://tcs.wap.org), reflected a lack understanding of Apple's on-line Mac App store and how it works. This seemed particularly true of those who never upgraded to Lion and were attempting to jump directly from Mac OS X 10.6 to 10.8.

Do you know how much Mountain Lion will cost?

    $19.95 for up to five machines – 29

    $49.95 for up to five machines – 2

    $49.95 per machine – 0

    Billions and billions of dollars – 0

    Haven't a clue – 3

Apple's understated announcement of the price did seem to be well understood, but there was some confusion over how many machines could be upgraded with one purchase.

Do you think you will need advice or assistance in installing Mountain Lion?

Yes – 5

No – 17

Not sure – 9

May not install Mountain Lion – 3

As with almost all Mac operating system upgrades, there was a fair amount of anxiety concerning the upgrade process. On the other hand, Mac users are far more willing to upgrade than in the Windows world, where there is a fear that even touching a minor setting for the operating system may turn a barely functional computer into an inert pile of plastic and metal.

Do you think you may have problems with upgrading or updating programs compatible with Mountain Lion?

Don't anticipate problems – 14

May have minor problems – 15

May have major problems – 2

May not install Mountain Lion – 3

Again, upgrade anxiety appears to be fairly common. "Will my specialized program for hot-gluing matryoshka dolls work with Mountain Lion? I can't live without my hot-gluing application!"

How many Macs does your immediate family own?

One – 4

Two – 8

Three – 5

Four – 3

Five – 4

Lost count – 10

No comment.

How comfortable are you with operating system updates and application upgrades?

Very comfortable – 12

Comfortable – 17

Uncomfortable – 4

Very uncomfortable – 1

Cross-checking the responses, it seems members are much more confident with operating system upgrades than application upgrades.

Turning to iPhones, iPads and iPods, have you heard about iOS 6?

Yes – 33

No – 1

When you consider that Apple, itself, spent almost no money promoting Mountain Lion or IOS 6, the

fact that virtually everyone knew it was coming is a tribute to guerilla marketing.

Do you have an iPad, iPhone or iPod touch? (Select all that apply)

iPad – 22

iPhone – 20

iPod touch – 10

Good thing we didn't ask how many iOS devices people had...

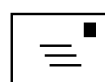**Is your iPad, iPhone or iPod touch compatible with iOS 6?**

Yes – 25

No – 2

Not sure – 2

Don't have an iOS device – 5

Apple did a fine job of spreading the word, pre-launch, on what will and won't work with iOS 6.

Do you anticipate upgrading to iOS 6?

Yes – 25

No – 4

Don't have an iOS device – 5

Pretty much everyone who has a compatible device intends to upgrade.

Do you anticipate any problems upgrading to iOS 6?

    Yes – 5

    No – 21

    Don't have an iOS device – 5

    My iOS device is too old to upgrade – 3

Members with iOS devices are even more confident in upgrading the iOS operating system than the Mac operating system. This may change in coming years as Apple's Mac App Store and iTunes Store are erasing the barriers to upgrading. Have an Internet connection? It is easy — and inexpensive.

This was not a scientific survey, but it does give a general sense of what Pi members want and concerns they might have. It seems fair to say that the average Pi member owns more than one Apple-manufactured device, and that operating system upgrades, either for desktops or mobile devices, are not all that scary. On the other hand, compatibility with older applications is an issue, and has been since Apple was founded in 1976. We have members with operational Apple II, Mac OS 8, and Newton devices…

Hot Links

Can you hear me now?

With iOS 6 now available with Siri, learn how to ask her so that you get the answer you're looking for.

http://www.cultofmac.com/193473/use-siri-the-right-way-on-your-iphone-and-ios-6-feature/

Now this is the iPhone for me!

http://www.edibleapple.com/2012/09/22/hilarious-iphone-5-parody-video-this-is-how-its- dible+Apple%29

Knowledge is power.

Take advantage of the Activity Monitor application on your Mac to see what's going on, and identify sources of trouble.

http://mac.tutsplus.com/tutorials/os-x/activity-monitor-demystified/?utm_source=feedburner&utm_medium=feed&utm_campaign=Feed%3A+mactuts+%28Mactuts+%29

Here is a good tool for your problem solving toolbox for Intel Macs:

resetting the System Management Controller.

http://support.apple.com/kb/HT3964?viewlocale=en_US&locale=en_US

Want to better manage the photos on your iPad ?

http://www.macworld.com/article/1167755/the_ins_and_outs_of_ipad_photo_management.html - lsrc.nl_mwweek_h_cbstories

If someone wants to use your iPad, turn on "Guided Access" to protect your personal content.

http://m.imore.com/how-use-guided-access-put-your-ipad-or-iphone-guest-user-mode
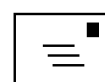
A Tool for the Modern Era: *1Password*

© 2012 Jonathan Bernstein

1Password by AgileBits is a password manager that I have been using since a presenter first mentioned it at a Pi meeting back in 2009. The version described in this article is *1Password* 3.8.20, which is compatible with Mountain Lion, OS X 10.8.2.

Why a password manager?

Password managers have become increasingly important as password breaking has become increasingly sophisticated. Recently I blogged about an impressive Ars Technica article by Dan Goodin on the current state of website and password security: http://arstechnica.com/security/2012/08/passwords-under-assault/

The thrust of Goodin's article is that the art of password cracking has advanced dramatically in the past five years, while user and website security has not kept pace. Many of us use the same password for multiple sites, and this poses a particularly serious security threat. If a website is breached and you have used the password elsewhere, your data at those other sites is at risk as well. Best practice (as

Figure 1: Chrome browser *1Password* plugin.

we have been told over and over again at Washington Apple Pi) is to use a unique password for each site we visit, preferably one that is randomly generated by a computer and is at least 9 characters long.

Given the number of online accounts people have these days, as a practical matter this means using a password manager.

1Password highlights

1Password stores all data in a secure format that can only be accessed by the one master password. It is a Mac-savvy application and also integrates with web browsers, so when I am browsing with Google Chrome, I access *1Password* via a Google

Figure 2: This is what a randomly generated password looks like with *1Password*.

Chrome plugin (Figure 1). When I visit a website and register a username and password, a dialog box appears asking for the information to be saved in *1Password.* But more importantly, the *1Password* browser plugin creates a random password with whatever length and variation of characters the website or user desires (Figure 2). The best practice is to choose a password as long as the website allows.

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Figure 3: Copy *1Password* information.

Figure 4: The Mac *1Password* application window.

1Password saves the web page address and all the information provided, so I can log in by choosing the entry in the *1Password* plugin. For example, if I want to log into my bank, I choose that entry from the *1Password* browser plugin, and it navigates to the website, fills in the sign-in information and opens the account page. I can also save identity information and credit card information for much easier form filling online. *1Password* cannot now automatically populate websites that have popups for user name and password (called "http Authentication Prompts") though. For those sites, I copy the *1Password* information and paste it. See Figure 3.

Besides the browser plugins, *1Password* has an elegant Mac application, shown in Figure 4. The application requires the master password and by default stores the encrypted database locally. Although the Mac

application makes it easy to look up information, adding new logins to *1Password* is easiest using the browser plugins. One helpful feature of the application is that I can use the View menu to list all logins by strength of password. This expedites deleting old accounts or going to the websites and updating the password. In the application preferences I can set how often *1Password* prompts for the master password. I set this up to require the master password less often on my desktop and more often on my laptop.

When first installing the application, choose "Install Browser Extensions" from the *1Password* menu. This opens your default browser to the web page for the browser extensions. Follow the instructions to download and install for the browser(s) you would like to use with *1Password*. If you use Firefox and have passwords saved that you would like to move to *1Password*, the application has an elegant import function (Figure 5). Importing from Safari and Chrome is more cumbersome, and involves exporting the information in a format that can then

Figure 5: The Import Assistant makes it easy to move passwords from Firefox to *1Password*

Figure 6: Moving *1Password* data file to Dropbox

Figure 7: Configure a mobile application for *1Password*.

be imported by *1Password*.

Using *1Password* on multiple devices and online

After you buy and download the *1Password* app, you may install it on all of your Macs and mobile devices under one license. The easiest way to use the same *1Password* account on multiple Macs and/or mobile devices is to use **Dropbox**. If you already have Dropbox on your devices, just open *1Password*

on one of your Macs and tell it to move the data file to your Dropbox account (Figure 6). When you install *1Password* on your mobile device, you will be asked where the data file is, so choose Dropbox (Figure 7). Then the *1Password* program on each device will sync from the Dropbox account so you can access your passwords on all these devices.

If you have set up *1Password* for access from different devices through Dropbox, the new version of *1Password* includes *1PasswordAnywhere* to access your password database online.

Log into your Dropbox account online, and find the "1Password.agilekeychain" folder. In that folder there is an html file "1Password.html" (Figure 8).

Click on that html file, and *1PasswordAnywhere* opens (Figure 9). In a browser window, it looks much like the desktop application. You must still enter your master password to access your information, thus adding a double layer of security.
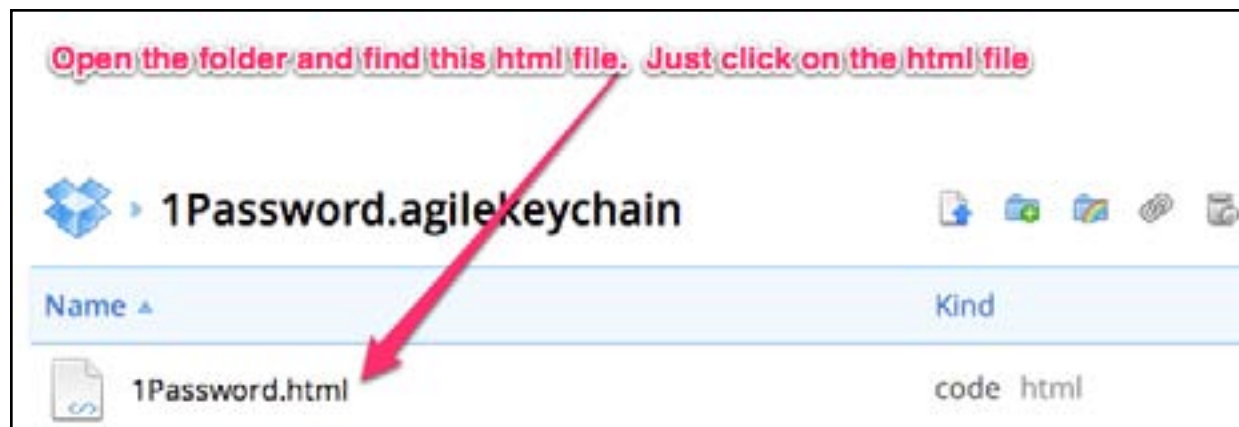
Figure 8: How to access *1PasswordAnywhere*.

Figure 9: Log into *1PasswordAnywhere*.

While using *1PasswordAnywhere*, there is a lock icon at the top right of the field. Toggling this lock immediately brings the user back to the opening screen, obscuring all the personal information.

You can also save a copy of the data file on a USB flash drive, and access *1PasswordAnywhere* that way (**http://help.agilebits.com/1Password3/1passwordanywhere.html**).

Caution – no back end

The *1Password* data files are encrypted and are not accessible without the master password. There is no back end way to access them. The only remedy for a truly forgotten master password is to start over again.

You can of course save the master password in your keychain. Do this in Mac security preferences by selecting "never prompt for master password, save master password in login keychain" (Figure 10). You might consider doing this on a desktop, but it seems inadvisable for a laptop that is not always in a secure place.

Availability

1Password is available either through the App Store or directly from AgileBits for $49 for a single license that includes all of one person's Macs. The App Store version is slightly different, principally because of the greater security built into Lion and Mountain Lion. The App Store version only supports Lion (OS X 10.7) and Mountain Lion (OS X 10.8); if you are running Snow Leopard (OS X 10.6), go to the AgileBits store. Because I began using *1Password* before the introduction of the App Store, I have always downloaded updates directly and have not used the App Store version. You can find **more info about the two versions** on the AgileBits website.
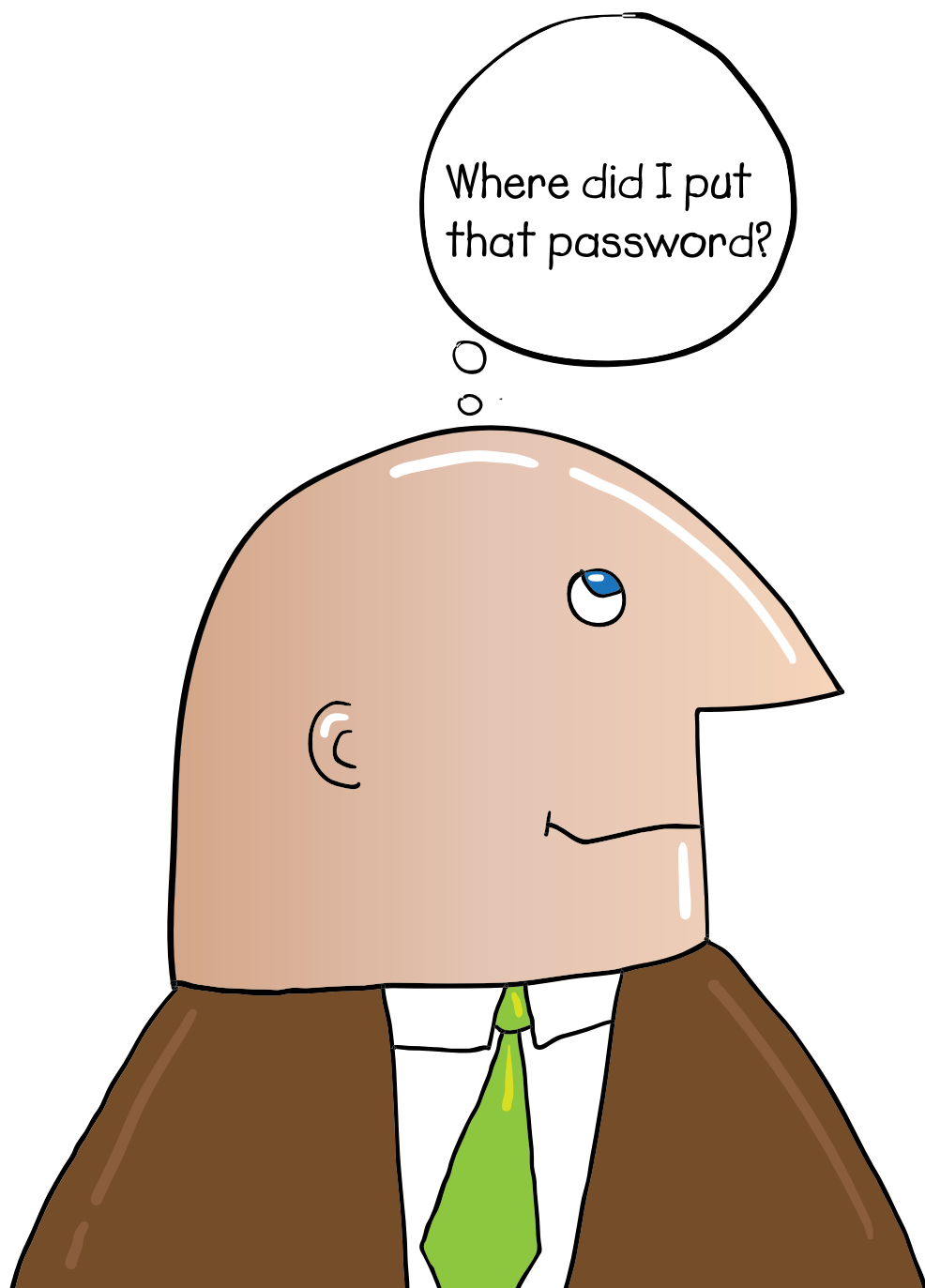
Figure 10: How to save the master password in *Keychain*.

Conclusion

Some kind of password manager is very helpful in today's world. Our Macs have the keychain utility that is a fine way to store passwords, but a dedicated password manager that can generate random passwords and use saved logins through browser extensions adds to the arrows in our Mac quivers. In my experience *1Password* works extremely well in this role, even if I have far from exhausted all of its features in this brief article.

I have also had very positive experiences with the AgileBits tech support. Questions not answered in their **FAQ** or in the **1Password Discussion Base** can be posed via email, and I have received very prompt and responsive replies. This service counts greatly in my book.

LastPass: My Solution to Password Management

Dale Hrabak

For a long time I struggled with passwords, and the problem became more and more complex as I visited more sites. I found myself signing in, creating identities, and forgetting both the IDs and the passwords. Like many people, I started using the same password on many sites. The problem with this is, it allows for a single point of failure. All anyone has to do is guess one password correctly, and they have admittance to all the sites where you've used it. So I tried a different approach: I kept a notebook with my various IDs and passwords that I left at home in a safe place. Of course, this didn't help me if I wanted to access websites on my iPhone when I was away from home. I needed a password manager app. I tried several, but was never completely satisfied that they were really secure.

Then I heard Steve Gibson's show on the merits of *LastPass*.

http://twit.tv/show/security-now/256.

If you're not familiar with Steve Gibson, he has been doing his "Security Now" podcast on the Twit network since 2005, and has made a name for himself as a security expert. I was quite impressed by his discussion of *LastPass*. The point of *LastPass* that Steve Gibson liked so much was that your passwords never actually leave your computer. The password is encrypted locally, and only the encrypted data is sent to the website for storage. Only an encrypted hash is available on the cloud. The *LastPass* staff cannot access your data, since they lack the encryption key. Gibson trusts *LastPass* so much that he now uses it for his own password management.

Figure 1: Go to the *LastPass* website and you can download the application for free.

How *LastPass* works

Let's take a look at what *LastPass* will do for us. First off, it's free! If you use it on laptops and desktops only, the service will cost you nothing. If you want to use it on an iOS device as well, you will have to pay $12 a year for a premium subscription.

LastPass can be downloaded from its website at http://LastPass.com (see Figure 1). It is available for most of the popular browsers, including Safari, Firefox, Chrome,

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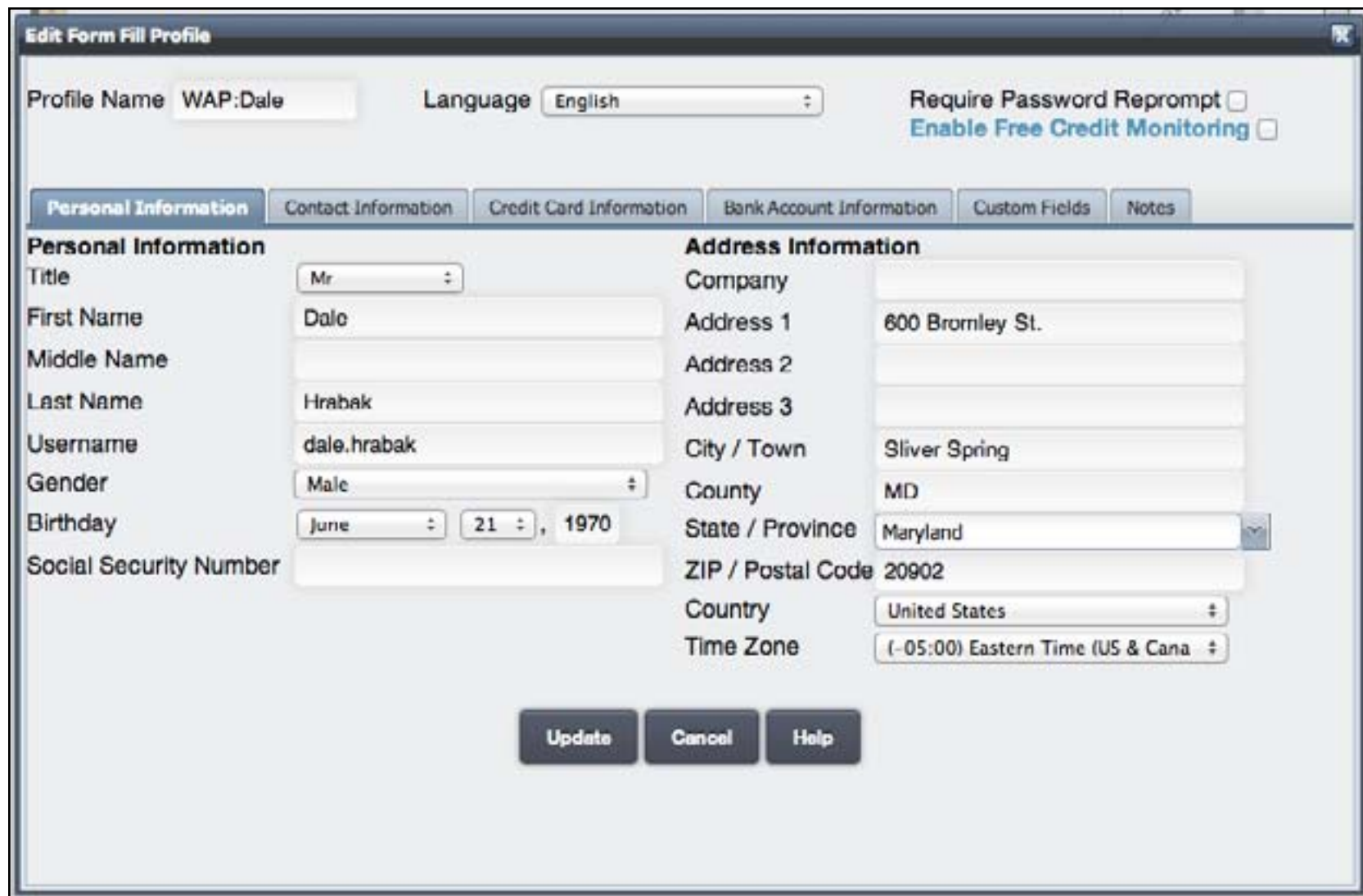
Figure 2: The *LastPass* form fill profile window.

Figure 3: The *LastPass* drop-down menu.

Opera, and Internet Explorer on the OS X, Linux, and Windows operating systems. After you download and install the *LastPass* plug-in on your browser, you are identified to *LastPass* by your email address. You only need to remember one master password, which you provide. As recommended by Lawrence Charters, this password should be long, secure, and easy to remember. It is critical that you remember this password; the *LastPass* staff cannot access it. They cannot give it to you even if you ask for it. If you use more than one browser, this same password will unlock *LastPass* in each of them. If you have been using another password manager, *LastPass* can import your data from most of them.

LastPass stores your information in a vault. Once the vault is set up on your computer, it is available from anywhere, even another computer that you don't own, such as in an Internet café. Simply log into the *LastPass* website, enter your ID and your master password, and all of your saved passwords and IDs are available to you.
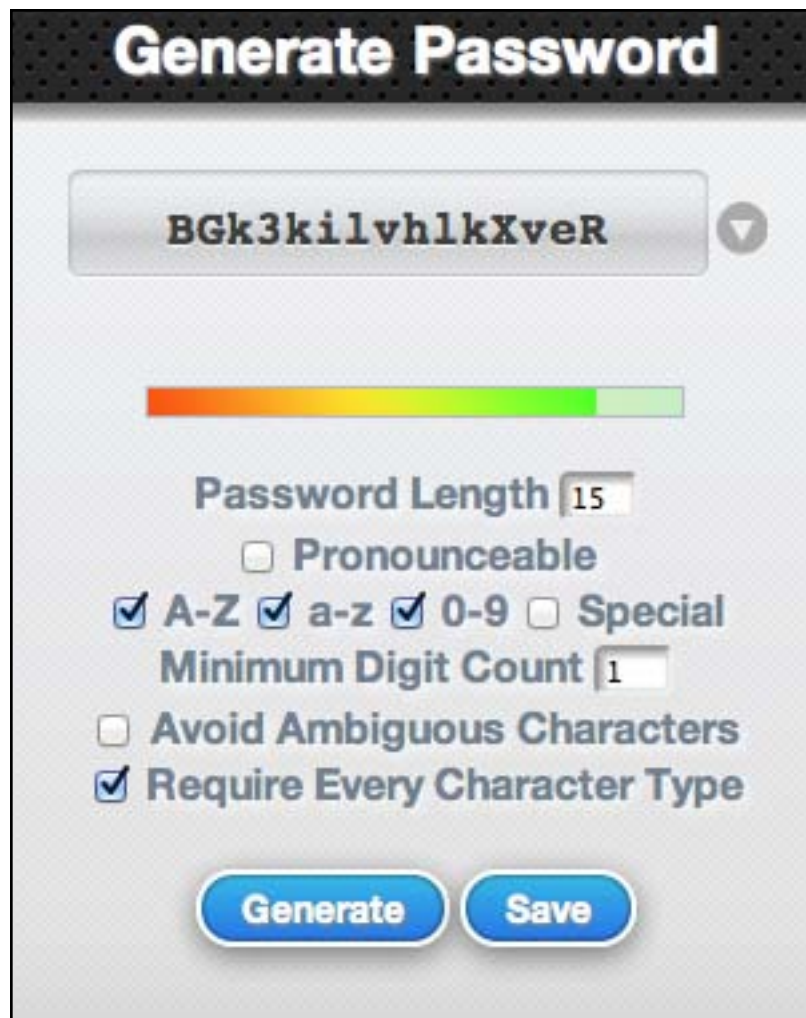
Figure 4: The *LastPass* password generator allows you to specify a multitude of characteristics for your password.

Figure 5: The *LastPass* Security Check option scans all the passwords you have stored and analyzes them for you, so you can easily identify and fix any problems.

LastPass also provides a secure and automatic way to fill in forms on the web. You can enter multiple profiles of address information into *LastPass* and the application will then automatically fill in web form information at the press of a button (see Figure 2). Each profile will allow you to enter as much or as little information as you wish. Since this data is encrypted before it leaves your computer, you can be sure it is secure when it is transferred into the cloud. The free version also allows you to store secure notes in your vault in the cloud. Just click the Add Note button on the *LastPass* drop-down menu as shown in Figure 3. The first time you save a secure note, a Secure Notes group will be added to your *LastPass* vault. From then on, all of your secure notes will be stored in this group.

Consider the benefits of *LastPass*

Of course, the major strength of *LastPass* is its ability to provide you a unique ID and password on each website where you register. No longer do I struggle to think up a suitable password on a new website. Now I just use the generate button on *LastPass's* drop-down menu, and it will generate a password to my specifications. I can control the length and other characteristics of the password — for example, whether it's pronounceable, whether it has capitals and/or lowercase letters, numerals, or special characters. (See Figure 4.) I have also started using the Security Check option. This utility, as shown in Figure 5, reviews the passwords you have stored, rates them for their relative strength, and shows you how to improve their security. It also shows all the sites where you have used the same password, making it easy to correct the problem.

If you're starting to get concerned about putting all of your eggs in one fragile basket, let me assure you that *LastPass* provides a back-up and restore function. An encrypted copy of your *LastPass* vault can be saved on your local machine and used for backup of your data that is stored in the cloud. You can also download a readable copy of your passwords and save it on a thumb drive or CD. This is not quite as secure, so it should be stored in a safe place.

Earlier I mentioned *LastPass's* premium subscription. What do you get for your extra dollar a month? Premium plug-ins are available for iPhone, BlackBerry, and Windows and Android phones, plus priority support if you should have a problem. Another big advantage is that the premium version is ad free, so there will be no more unwanted pop-ups or banners. For the ultra security-minded, the premium subscription also supports multifactor authentication via a USB thumb drive, YubiKey, or a variety of other services including Google Authenticator.

My conclusions

My experience with *LastPass* has been fairly good. There have only been a few times that a password has been out of sync with what is stored on *LastPass,* probably through my own inattention or just bad karma. In these situations, using the forgotten password option available on most websites, followed by manual password adjustment in your *LastPass* vault, usually clears up the problem. I will admit, however, that so far I have only trusted *LastPass* up to a point. I do not use it for any website involving financial transactions, such as my bank or my Apple ID.

If you decide to use *LastPass*, I hope you like it as much as I do.

Where did I put that password?
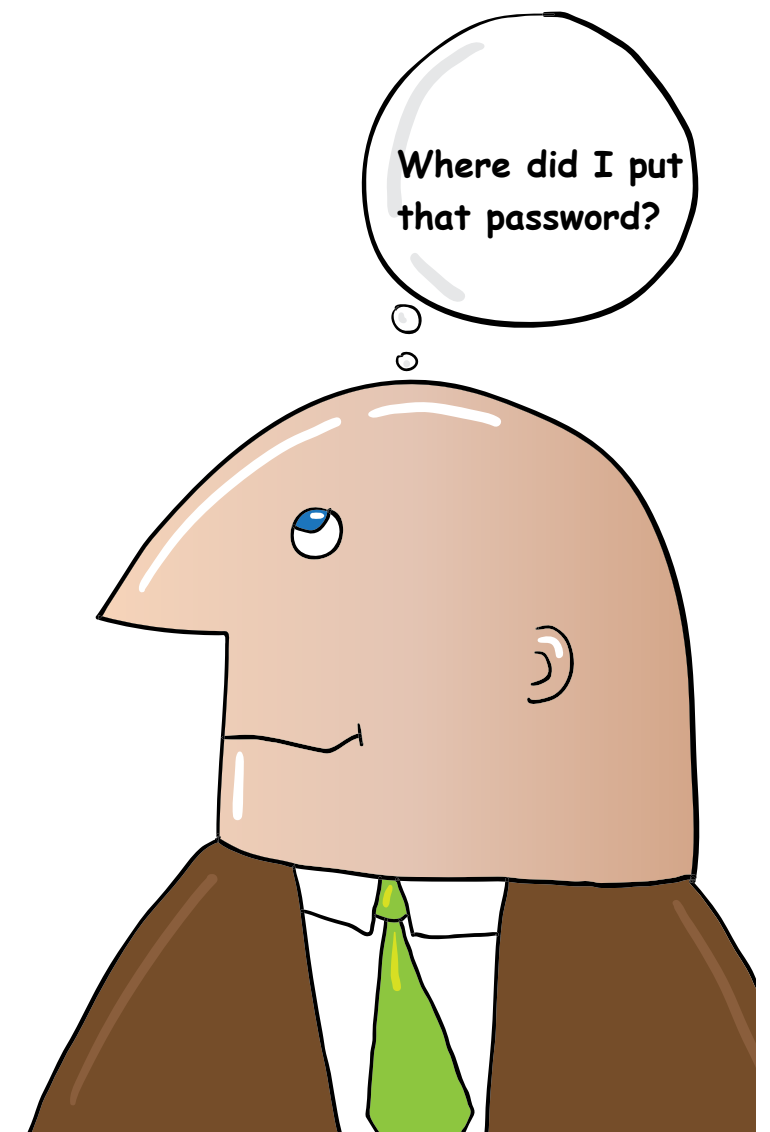
My Ordeal in Learning Adobe *Lightroom 4,* Part 1

Neil Ferguson

This is not a how-to on using Adobe *Lightroom 4,* but rather a story about what I am going through as I try for about the fourth time to learn to use the program. I want to use *Lightroom* as my picture database program because I know it can handle both still photos and movie clips in the same folder. I am only in the first part of *Lightroom,* the Library — the module used for importing pictures. There are several other modules that I will worry about later.

The first step in using *Lightroom* is to set up a Library. If you don't set up a Library with a name and location of your choice, *Lightroom* will automatically set up a default one for you in the background. Once the library is created, *Lightroom* will know where it is located; you don't have to worry about it. The Library does NOT contain copies of the photos. The original photos remain untouched on your hard drive. All the editing information for the photos is kept in *Lightroom's* Library. It is very important to protect this Library, and *Lightroom* has a backup feature for that purpose.

I unknowingly made Libraries all over the place before I realized what I was doing and settled on a proper Library location. I concluded that for my purposes, all my pictures should be in one master picture folder that I call "My Photos," that is located on an external/portable 500 GB hard drive. Currently I only have about 60 GB of pictures but I anticipate adding more. I am not worried about storage capacity, though; *Lightroom* will move pictures from one hard drive to another if necessary.

The master picture folder can contain sub-folders, sub-sub-folders, and so on, and mine does. I want to keep my pictures organized so I know what pictures are in each folder and I can find them again, in case *Lightroom* doesn't work out for me.

Lightroom has a feature called Keywords. I can assign a keyword to a group of pictures as I import them, so that I don't have to do it for each photo. For example, I have a folder titled "New Year's Eve Party Dec 2008" that contains 20 pictures. I assigned the keyword "New Year's Eve Party Dec 2008" to that folder, and all the pictures now have that keyword. If I select the keyword "New Year's Eve Party Dec 2008," *Lightroom* will bring up only those 20 pictures out of all the 4000-plus pictures that I have. When I have a picture of a group of people, I give the picture a keyword that pertains to the group, such as "lunch at Ruby Tuesday Feb 2009." I also add the name of each person in the group as a keyword. That way, if I want to see a
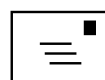
picture of a particular person, I can select the keyword of that person's name, and all the pictures of that person will come up. My goal is to see that every picture has a keyword attached to it.

I thought I was doing pretty well, but then I discovered a problem with my keywords; new keywords were not producing the right results. Ah, a friend to the rescue. He is a professional who works with Adobe *Photoshop* and Adobe *Lightroom*. He shook his head over my keywords, saying that keywords are usually single words and not word strings like mine. I understood my keywords and told him they made sense to me. He just shrugged and said that isn't the way you use keywords. He told me that a lot of what I'm doing should be done with what *Lightroom* calls "Collections."

I have imported about 4,000 pictures that still need keywords. My plan is to have each person's name as a keyword in every picture that has multiple people in it. That way I can use the name of a person to find all their pictures. I have been very industrious in assigning keywords to my pictures, and so far it seems to be working out just fine. I am able to find whatever picture I want by using keywords, rather than by going through the many folders, sub-folders, and sub-sub folders.

It is going to take me a long time to assign keywords to all my pictures, but I believe I will be able to use Adobe *Lightroom* as a picture database program to maintain and locate all of my pictures. So far – finally – so good.

Using AirPlay With an Old Computer

Brent Malcolm

At a recent Afternoon Learner's SIG I had planned to demonstrate how the new Apple TV allows you to mirror what is on your computer screen using a technology that Apple calls AirPlay. However, the limiting factor is the age of the computer—generally, it must be a mid-2011 or later––and as it turned out, nobody in the room had a computer that qualified.

But that evening a David Pogue article led me to the shareware application *AirParrot*, which enables older computers to use AirPlay. I immediately downloaded a free limited-time trial copy and found that it works perfectly on my older MacBook Air. The shareware fee is $9.99 for a single-user license that I happily paid. (The fee for a five-set license is $29.99.)

When launched, the application simply places a small *AirParrot* icon in your menu bar, shown in Figure 1. Tapping the icon reveals the menu (see Figure 2). Not only will *AirParrot* mirror your computer's screen, it can be set to simply mirror a single application running on your computer or it can create a desktop extension to add more space to your desktop by creating a virtual monitor. (In order to accomplish the virtual monitor task *AirParrot* must download an additional driver.)

So as long as you have a $99.00 version 2 Apple TV, you can enable it to use AirPlay without having to invest in a new computer. To download *AirParrot* go to www.airparrot.com.
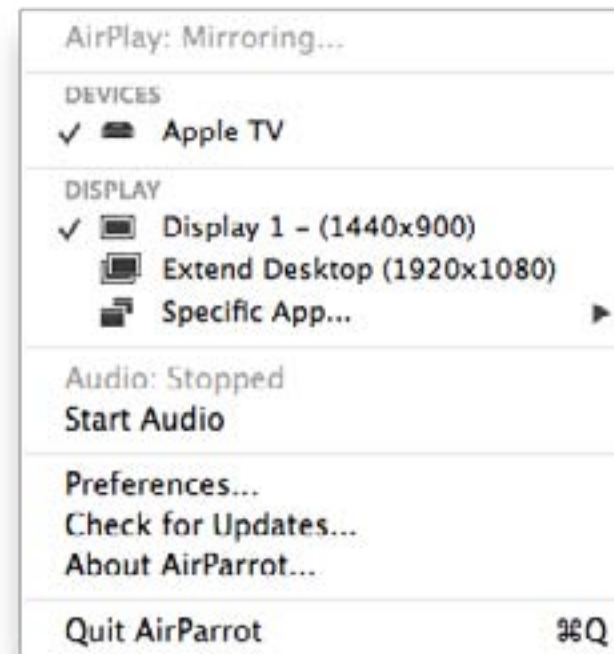

Figure 1: *AirParrot* icon on the menu bar.

Figure 2: Tapping the icon displays the *AirParrot* menu.

Software Review

Passbook's Best Is (Probably) Yet to Come

Glenn Fleishman

"The new Passbook app [1] in iOS 6 — what's that for, anyway?" I hear you ask. Apple may have demonstrated the potential for Passbook to manage coupons, boarding passes, tickets, affinity cards, and the other identifying paraphernalia of daily life among road warriors, but it seems mysteriously empty right now.

Passbook is simultaneously looking to the future while remaining firmly fixed in the past. Many transactions in our digital life that require a real-world component involve printing a sheet of paper that contains a barcode or a 2D tag (those areas of squares and rectangles that you can see at the very bottom right of this page — see "Tag, You're in 2D! [2]," 1 October 2009) that's scanned by a clerk or gate agent.

You might choose to turn such a document into a PDF or open it as HTML email on your smartphone, but not all scanners (still!) read smartphone screens, or the display scale might not be the right match with what the equipment can resolve. I often have to resort to punching in a long sequence of digits. In February 2012, at Pennsylvania Station in New York, I had to wait in a 20-minute line because Amtrak's "bar-code scanners" wouldn't recognize my phone's screen, the number I typed in from it, nor the credit card against which I'd charged the ticket. (Amtrak, whose budget woes are deserving of pity, has upgraded its systems since).

I have many times expressed my love for QR Codes, the most popular category of 2D tags, because they provide a sort of analog glue between two separate digital systems. With a QR Code, you snap a picture of an item in a newspaper, on a poster, in a train schedule, or even off a computer monitor, and your device turns it into a URL or text. In actual practice (outside Japan), this is a multi-step operation: launch a special app, wait for the camera sheet to appear, put the tag in its view, wait for it to resolve, and tap, then wait for Safari to launch. (If Apple built 2D scanning right into the Camera app, it would be a different matter. See "Apple Could Make QR Codes Work with a Simple Tweak," 2 July 2012.)

But Passbook turns that process on its head. As a phone user, you don't have to scan anything. You will need an iOS app, like that of Fandango or United Airlines (already updated for Passbook), and the app will offer to add an entry to Passbook when you purchase a ticket or request a boarding pass. (The need for apps is why there's an App Store button on the main screen of the Passbook app when it's empty; tapping it displays Passbook-enabled apps in the App Store app.) This process will also work on Web sites, as the Passbook format is straightforward and a company has already started offering to produce them for businesses as a plug-in service. In theory, you can also receive a Passbook entry via email, though we haven't seen that in practice yet.
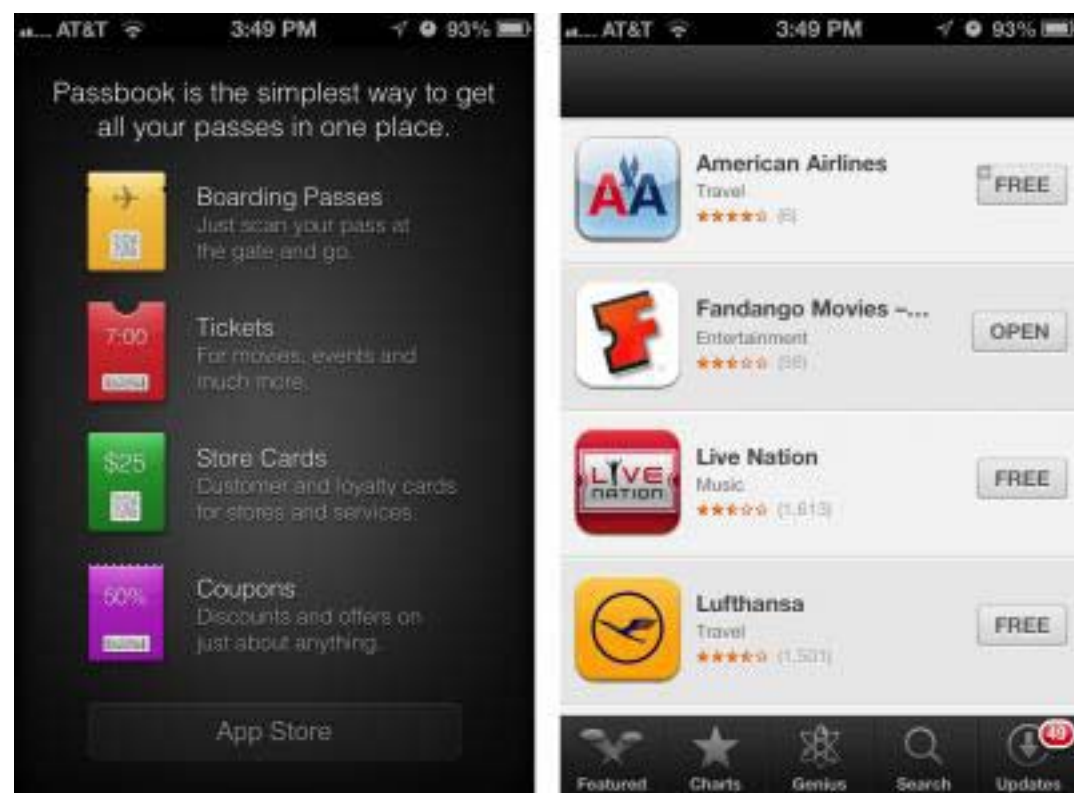
Many people were disappointed that the iPhone 5 didn't support NFC [5] (near field communication), a set of standards that enable mobile devices to communicate with one another when in close proximity, and whose marquee use is contactless transactions. But NFC doesn't have significant penetration in U.S. retail outlets yet, while barcode scanners that work with 2D codes on smartphones and, thus, Passbook are far more common. NFC may yet come to the iPhone, and if it did, Passbook could evolve to transmitting the necessary data via NFC rather than relying on barcode scanning.

(NFC is likely closer to the tipping point in the rest of the world, because of the wide use of chip-and-PIN credit cards that sport a computer chip inside and require the customer to enter a PIN to complete a transaction. Unlike a debit card, the PIN isn't sent remotely, but to the card's chip to validate the payment with the card interfaced to a reader. Chip-and-PIN required point-of-sale updates years ago, and thus upgrades to NFC aren't as substantial as in the United States, where swiping remains dominant for credit cards. Instead of metal contacts between the chip-and-PIN card and reader, NFC would just be there in its place.)

Over time, we'll see Passbook entries for all sorts of things. Place an online order at a store with a brick-and-mortar retail shop, and the Passbook entry has the code to scan to pick it up. Or perhaps you're browsing a Web site about coffee, and see a Starbucks ad offering a free latte; tap it, and the coupon is added to Passbook. Join an affinity program, such as a hotel-chain's loyalty program, and the card entry winds up in Passbook so you don't have to carry an extra card

in your wallet. I hope my local library, which has its own app that can show my barcode, adds my card's info into Passbook as well.

The point of Passbook is to give you a single location to find all of these scannable documents, no matter where they're generated. At some point in the future, there will be no more managing pieces of paper, PDFs, email messages, and separate apps for these bits of digitally displayed analog glue.

The other element of Passbook that we'll be able to see only once it has really ramped up is location-based awareness. When you arrive at the airport for your United flight, Passbook will automatically bring up the boarding pass you need. Walk into a Starbucks, and your Passbook notifies you of a 20-percent-off coupon for the new triple caramel-encrusted macchiavelliano (if that's not a Starbucks drink, it should be — the coffee whose ends justify the means!). Digitally savvy muggers will be able to accost you in an alleyway, and Passbook will promptly give them a code to scan to empty your wallet. Perhaps that's too speculative.

After a decade of mostly staying put in Seattle, I've started traveling more again in the last year. I've been amazed at how the amount of user information I have to manage in some form has truly multiplied. On a single trip, I might need four boarding passes, a hotel affinity card, a car-rental affinity card, and a Starbucks card. Yes, yes, it's a rough life, I know. But you may have seen the same clutter in your own life. Rather than stuff your wallet full of those cards and passes, why not have an app that does it for you?

At least, that's Apple's intention with Passbook. We'll have to see how it plays out. Reports say Apple has major airlines, hotel chains, and retailers signed up. Any Web site or app maker should be able to play along easily as well, although it remains to be seen what sort of oversight Apple will apply and if Passbook will be truly open. The more the merrier — just as long as Passbook doesn't become so crammed that I can't sort through it, either.

One last note: If, like me, when you launch Passbook and tap the App Store link at the bottom of the main screen, an error appears that says "Cannot connect to iTunes Store," there's a trick to fix this bug. **TUAW has the details** [6], which involve setting your clock a year ahead and then back.

Resources:

[1]: **https://www.apple.com/ios/whats-new/#passbook**

[2]: **http://tidbits.com/article/10616**

[3]: **http://tidbits.com/article/13098**

[4]: **http://tidbits.com/resources/2012-09/Passbook-and-App-Store.png**

[5]: **http://en.wikipedia.org/wiki/Near_field_communication**

[6]: **http://www.tuaw.com/2012/09/20/fix-ios-6-app-store-connectivity-with-date-and-time-trick/**
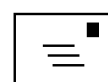
Examining Maps in the Wake of Tim Cook's Apology

Adam C. Engst

Since the release of iOS 6, the Internet has been **overrun with criticisms** [1] of Apple's new Maps app, which replaces the previous Google Maps-driven Maps app with entirely new code and data. Most notably, Apple's new Maps suffers from incomplete and incorrect data and imagery, and lacks the transit directions that many people relied upon in Google Maps. Even more troubling for some people was the loss of saved locations without warning of any sort — one of our readers was particularly distraught to lose numerous saved locations of sentimental places in her life, built up in Maps over time since her first iPhone.

The criticism reached a sufficient pitch that Apple CEO Tim Cook, much as Steve Jobs did in similar situations, has released a **public letter** [2] addressing the topic. In the letter, Cook acknowledges the problems, apologizes for the frustration it has caused iOS users, recommends that users try alternative apps and Web-based services, and promises that Apple will improve Maps.

Unsurprisingly, Cook paints Apple's decision to replace the long-standing Maps app as driven by the desire to add features that weren't possible with the old app. Hidden behind that statement are competitive agendas that may never be fully known, with Apple reportedly complaining that Google wasn't bringing features like turn-by-turn directions and vector-based maps to the iPhone version of Maps long after those features had appeared on Android phones. But Apple didn't have to make the move now either; **The Verge** [3] reports that Apple's contract with Google for Google Maps had over a year left. What's unclear is which company was actually responsible for the Maps app, and whether the contract precluded the addition of new features.

More generally, Apple is congenitally uncomfortable with being reliant on other companies for core capabilities of its products, and that's especially true with competitors like Google. (Also dropped in iOS 6 was the bundled YouTube app, which had failed to keep pace with YouTube changes, though Google quickly pushed out a **new YouTube app** [4] for the iPhone.)

So what lessons are there to be learned from the Maps debacle, and what should we think about it? (Thanks to everyone who contributed to the **TidBITS Talk discussion about Maps** [5], where many opinions were aired, and which informed some of my thinking on this topic.)

Clearly, Apple screwed up here. Creating a mapping service is unquestionably
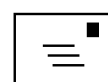
a Herculean task, and when Google Maps debuted, it certainly suffered from its share of embarrassing errors and omissions. But given how Apple featured Maps in iOS 6 presentations, it seems as though Apple executives failed to realize that the new Maps was not sufficiently mature. That's the charitable view; the less-charitable might think that Apple knew full well that the new Maps didn't measure up but felt that its limitations wouldn't hinder sales of iOS devices. The problems with Maps may not have slowed iPhone 5 sales, but they do make it harder to trust Apple in the future, and those who lost important saved locations feel even more let down.

It's important to realize that the new Maps doesn't exist in a vacuum. It can't be — and shouldn't be — evaluated solely on its own merits because it enters a world already populated by high-quality mapping services with which users have significant experience. We know what a mapping app can do, and should do, and Apple should have realized that they'd need to meet that basic level before launching. Perhaps there was no way to determine just how inaccurate it would be ahead of time (though Security Editor Rich Mogull found that the pre-release version of Maps had trouble even in Silicon Valley), but the lack of transit directions seems painfully obvious.
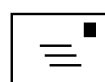
Should you use Maps? If you're just exploring an area remotely, certainly. If data accuracy isn't of paramount importance, as it is when actually navigating to an unfamiliar area, then Maps is fine. But if you have previously relied on Maps for directions, I encourage you to get an alternative mapping program or Web-based service, either to replace Maps in everyday use or to serve as a backup in case Maps lets you down. In my tests so far, Maps has performed adequately,

though its spoken directions aren't as precise or helpful as Navigon's (read on).

During that time driving around Silicon Valley, Rich Mogull relied instead on Navigon [6], which has just added Urban Guidance that considers public transit when calculating pedestrian routes, along with a Last Mile feature that automatically offers walking directions when you park near your destination. Navigon is my favorite GPS navigation app as well, thanks in part to its system for storing maps (where I drive, cellular coverage can be spotty) but breaking them up by location, so I don't have to waste gigabytes of space on one app. But there are many others, including the free Waze and MapQuest [7], and the paid MotionX [8], Garmin StreetPilot [9], CoPilot [10], and TomTom [11]. Plus, it seems likely that Google will eventually publish an independent Google Maps app for iOS; I can't imagine why Google hasn't done so already, unless the delay is due to behind-the-scenes negotiations with Apple.

Of course, the new Maps can and will improve. Most of the problems revolve around the server side of the equation, and with over 100 million users searching for billions of locations per month, Apple will have unimaginable amounts of data with which to improve the mapping databases that underpin both the visual maps and directions. Could Apple have started collecting that data with the old Maps app, or was that data funneled only to Google? We may never know.

A significant way that Apple can improve Maps is when users report problems; if you tap the lower-right corner of the map display to reveal the settings, there's a link to Report a Problem; a similar button appears in the detail page for any point of interest. But some people are put out that a company with Apple's bil-

lions of dollars is seemingly relying on user efforts rather than providing better quality data to start. Others have pointed out that it's fairly clumsy to report problems in iOS, as opposed to within a Web-based interface on a computer.

Speaking of a Web-based version of Maps, Apple does seem to be moving in that direction. Sharing a location from Maps generates a maps.apple.com URL, and while clicking that link currently redirects to Google Maps, I can't see Apple continuing to give Google that traffic and ad revenue going forward. Perhaps we'll see a Maps icon in the iCloud Web interface soon.

In the end, I think Apple released this new Maps prematurely, and the company deserves all the lumps it's receiving. That said, Tim Cook's apology was generally spot on, and a much-appreciated acknowledgement of problems the company caused through inattention and hubris. Let's hope that the apology is not just empty words, and the embarrassment causes Apple to refocus on software quality and reexamine policies that exist only to give Apple control rather than improving the experience for everyone in the ecosystem.

Resources:

[1]: http://www.nytimes.com/2012/09/27/technology/personaltech/apples-new-maps-app-is-upgraded-but-full-of-snags-review.html

[2]: http://www.apple.com/letter-from-tim-cook-on-maps/

[3]: http://www.theverge.com/2012/9/25/3407614/apple-over-a-year-left-on-google-maps-contract-google-maps-ios-app

[4]: http://itunes.apple.com/us/app/youtube/id544007664?mt=8

[5]: http://talk.tidbits.com/Maps-in-iOS6-td4656014.html

[6]: http://www.navigon.com/portal/us/produkte/navigationssoftware/mobile_navigator_iphone_us.html

[7]: http://itunes.apple.com/us/app/mapquest/id316126557?mt=8

[8]: http://www.garmin.com/apps/

[9]: http://itunes.apple.com/us/app/motionx-gps/id299949744?mt=8

[10]: http://www.copilotlive.com/us/store/iPhone.asp
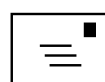
[11]: http://itunes.apple.com/us/artist/tomtom/id326055452

Washington Apple Pi Meetings

Password Management Part 2: *1Password*
### January 26, 2013, 9:30 a.m., George Mason University

In Part 2 of our series on password management, Washington Apple Pi will look at *1Password*, a very popular password management package available in flavors for the iPad, the iPhone and Mac OS X. Password managers are utilities that help users create more secure passwords and maintain online passwords (and other important information) in a secure manner, but still have them readily available when needed.

Once again, we will attempt to stream it over the Internet:
http://www.ustream.tv/channel/wap-general-meeting.

As always, check the Pi website for additional, updated details on these meetings.
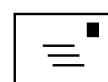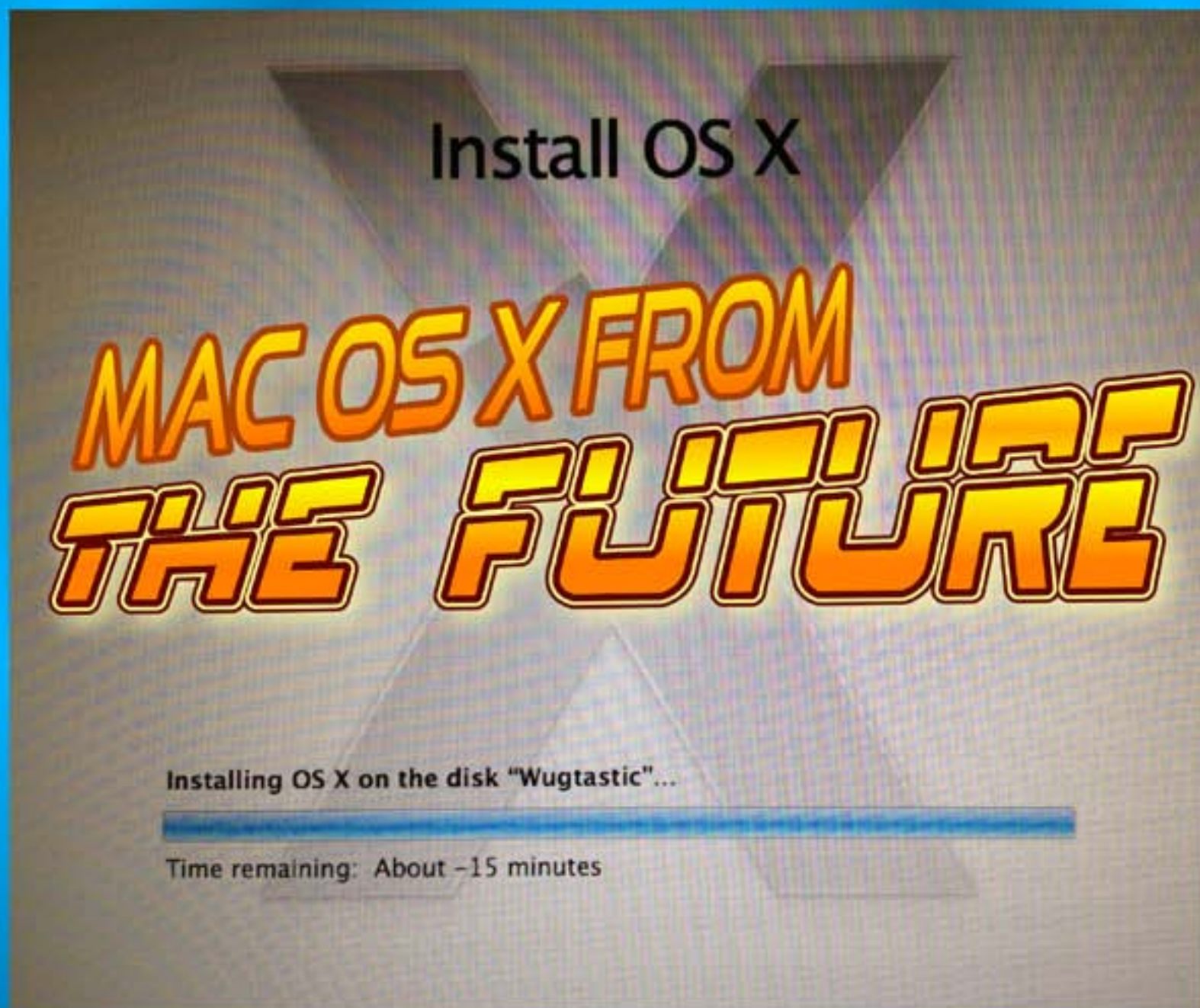
Members Helping Members

Dedicated volunteers are the lifeblood of the Pi. Whether it is installing a hard drive at a Clubhouse Saturday event, answering questions at a General Meeting, or placing advice on the TCS Forums, there are many ways to pitch in and help, depending on a member's interests and talents. Please consider making a commitment to ensure that the Pi remains a strong and energetic club dedicated to helping its members. All volunteer efforts are appreciated. Check out these areas where assistance is needed.

Featured Position – General Meeting Webcast Director

The Pi currently captures its General Meetings on videotape for future viewing by members who cannot attend the meetings. Using the same camera, we are able to concurrently produce live webcasts so members can view the meeting in real time via the Internet. We need a dedicated volunteer to oversee the technical and production aspects of this webcast.

There are various technical components to putting up the video on the Pi's Ustream web page. The Webcast Director needs to that ensure that the equipment is properly set up and functioning, and needs to monitor the audio and video streaming production from start to finish (or designate someone to do this) to ensure satisfactory audio and video quality. The Webcast Director will not be responsible for any other part of the General Meeting program, but will focus exclusively on the webcast production.

Any previous experience in TV or video production would be advantageous, but is not required. A basic understanding of video and audio equipment and how to connect them would be helpful, but the contracted cameraman has primary responsibility for equipment hookup. The Webcast Director needs to make sure that the meeting presenters do not stray from their predetermined stage positions, so they remain adequately illuminated for the entire presentation. Also, this person should be available in case of a technical or other problem that would require the speaker to temporarily suspend their presentation. Case in point: the Webcast Director will stop the action when the cameraman indicates that a new tape needs to be swapped out in the video camera.

If you are interested in helping out with an eye on taking over this important position, contact Bob Jarecke at **robert.jarecke@wap.org.**

Journal Managing Editor

The *Journal* is an established, time-honored publication of the Washington Apple Pi and it is in need of someone to take over as Managing Editor, leading a team of dedicated and highly skilled volunteers. The *Journal* is published on a bi-monthly basis so most of the activity occurs in the three weeks leading up to the publication date. In addition, this person will be a member of the Pi's Publications Committee, which has oversight of all printed material published by the Pi. The job is challenging, but very rewarding.

If you enjoy writing and want to help the Pi progress, this is the job for you. If you enjoy working with enthusiastic colleagues on meaningful projects, apply today.

Contact the interim *Journal* editor, Jay Castillo, at: **editor@wap.org** with any questions or to express your interest.

General Meeting Manager

Our General Meeting programs need someone dedicated to the planning and managing of these important club events. The job includes coordinating meeting activities, making any necessary arrangements, and managing the behind-the-scenes tasks. While it sounds like a job for Superman, that really is not the case. If you have juggled household duties or been an office administrator, you have the skills. While another Pi manager emcees the meeting, you will be making him or her look good!

Because this activity needs to be approved by the Pi's Management Committee, the volunteer will serve as an adjunct member of that committee. This volunteer opportunity is guaranteed to keep you busy, and when the meeting is over and everything is packed up, lunch is on the Pi.

Send your inquires to **robert.jarecke@wap.org.**

Contact **office@wap.org** to express interest and we'll go from there.

iChat Help Volunteer

Apple's *iChat* application offers a way for Pi members to help other members from the comfort of their own home. Interested? Read on.

iChat is an ideal means for direct communication using text, voice, video, or, in the last two versions of Mac OS X, screen sharing. With the Pi having commercial grade servers and server software, we now have the means to host our own *iChat* network. We are currently testing the capability of this interactive networking software, and the first results are positive.

So what will Pi *iChat* Help volunteers do? Basically, the volunteer helps members who have questions or a problem, but instead of meeting face-to-face, you handle the matter using *iChat*. What's that? You don't use *iChat* or haven't even launched it yet? No problem, we will train you. We will also be providing guidance on how to deal with common issues, and on problem-solving techniques, and will supply a list of associate helpers who can help with particular issues. All you need to bring to the equation is your people skills and a genuine desire to help.

If you have even the slightest interest or any questions, contact the Management Committee Chair, Bob Jarecke, at **robert.jarecke@wap.org.**