Hints and Help

This section contains the most commonly asked questions and answers about MacPassword™. Please read through this section if you have questions about the operation of the product.

Your Password Doesn't Seem to be Accepted

If your password doesn't seem to be accepted in the password dialog, make sure that you use the same case (ie. all lower case, all upper case or combination) that you used when you entered it in the Change Password dialog.. MacPassword™ is case sensitive and "password" is not the same as "PASSWORD".

My Folders are Not Protected!

Again, there may be a misunderstanding here on the operation of MacPassword™. Your folders are only protected or unprotected during the restart of your Macintosh. If you use the Control Panel to change your selections, you will see a dialog to tell you your changes won't be enabled until the next restart. Don't expect your changes to take place immediately.

Folders Open on the Desktop at Shutdown are Not Protected!

The folders left open are handled entirely by the Finder which maintains this information in an invisible file called "Desktop". Apple does not (and will not... I've asked...) make this information available to anyone. Therefore, MacPassword cannot automatically close them for you. I agree this is a pain, but you will have to make sure that all folders are closed manually when you shutdown. Send complaint letters to Macintosh Developer Technical Support at Apple to ask them to make this information available!

Your External Hard Disk or HD Partitions aren't getting Protected or Unprotected

Hopefully, the problem and answer are simple. First, go to the System Folder and rename the "!MacPassword™" file to something like "zMacPassword™" (I know that up above I said to not do this but try it anyway). Now Restart your Macintosh and then do another Restart. If things work properly now, then leave MacPassword named "zMacPassword™" and read the Technical Notes section below for more details.

Putting partition volumes in the correct order in the protected volumes list box makes a difference also. Consider that if the real volume that a partition is on is locked before the partition itself, then when it comes time to lock the partition, MacPassword™ gets an error back from the operating system saying "that volume is locked"! Your partition volumes should be the first ones in the protected volume list.

If it still doesn't work properly, please remove the partitions from the list of volumes to protect and send me a note describing the situation. I'll check into and let you know what I find out.

You've forgotten your password

If you're a single licensee, then unless you've written it down somewhere, you're in trouble! If you're covered by a volume purchase plan, then your system administrator can help you out. Please consult with them.

Note: please don't call me!!! there is nothing I can do to help you recover your system!!!!!

My external hard drive takes a long time to restart when I've chosen "Lock Volumes"

Some external drives are just plain slow at mounting and unlocking during Startup. Most drives start up almost instantly, others take a while. I've noticed this behavior with CMS drives and there may be others. If anyone has a clue why, please let me know!

When I use OnCue™ or QuickKeys™ I Can Bypass Protected Folders... Why?

These programs record the exact 'address' of a file on the volume and don't have to navigate through folders to find them. Subsequently, they bypass folders that may or may not be protected and go right to the file. It's kind of like going through an open window of a house when the front door is locked. If you want to protect against this kind of thing, it's simple... Don't leave them activated when you allow guest access.

When I use Blesser™, My Volume Doesn't Get Unprotected Upon Startup... Why?
Blesser™ (a tool from Apple that allows the use of multiple systems on one volume) changes the active System folder for the next time you restart your Macintosh. Since MacPassword™ protects your volumes on shutdown and unprotects them when it is run on startup, it needs to be in the active System folder. When you switch System folders using Blesser™, MacPassword™ is active for shutdown, but is never run on startup! Hence your volume remains protected. To alleviate this, drag copies of MacPassword™ into every System on your volume or remove it entirely when you switch to another System folder.

Can/Should I Use Vaccine along with MacPassword™ for Virus Protection?
There's no point to using Vaccine along with MacPassword™ as the virus protection in MacPassword™ is far superior to what is found in Vaccine. Products like SAM and GateKeeper provide better configurability (for avoiding conflicts with particular applications) however, the protection level is approximately the same. If you do decide to use another virus protection tool, you should deactivate the one in MacPassword™.