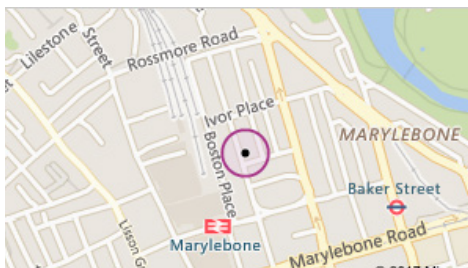


The meeting on Monday 9 July 2018 will be downstairs at the Sir John Balcombe 21 Balcombe Street London NW1 6HE



Members Only Updated s

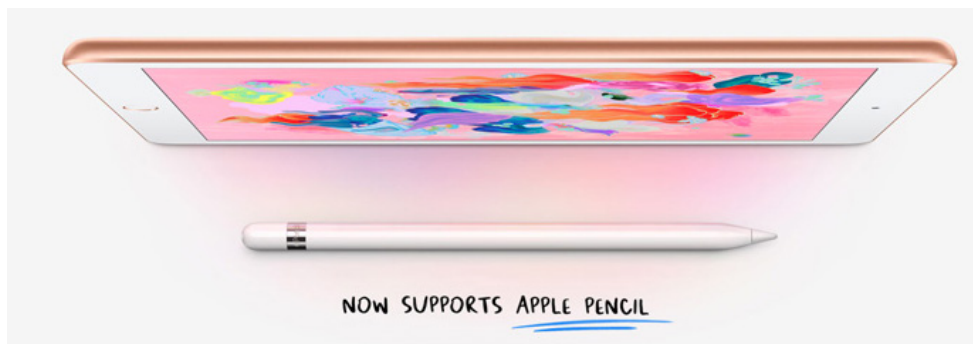
Current s

- Apparent Software: 30% Discount
- Bob "Dr. Mac" LeVitus and Working Smarter for Mac Users: 33% Discount
- TidBITS Content Network: Trial Offer
- EverWeb by RAGE Software: 50% Discount - Updated Link
- Take Control Books: 30% Discount on All eBooks
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- TechTool Pro 9.5: 20% Discount
- Noteboom Tutorials: 33% Off Annual Memberships
- Prosoft Engineering: 25% Off
- Que Publishing Products: 35-45% Discount

This month we will run Newsbyte Extra Part 2 detailing and discussing all the news from Apple's WWDC conference: macOS, unless watchOS in actual time!

Bring your questions on any Apple topic along to the meeting and we'll try to answer it.

Our Raffle Prize this month will be Apple's new 30 watt USB-C power adaptor with a USB-C to lightning adaptor. Fast charge up the latest iPhones, your iPad or



How to Recover Space from an iOS Update

In the recent WWDC keynote, Apple highlighted how quickly many people upgraded to iOS 11 by claiming that half of the iOS user-base upgraded within 7 weeks. That sounds impressive, but as we all know, iOS is pretty pushy about updates—badging the Settings app icon and nagging you repeatedly to install the update. As part of that pushiness, if there's sufficient free space on your device, iOS downloads its updates in the background so they're available to install, regardless of whether you're ready for them.

Therein lies the problem. Apple's definition of "sufficient free space" may differ from yours, especially if you're planning to shoot video of your kid's soccer game and would rather use a few hundred megabytes for that instead of an update you don't want to install yet.

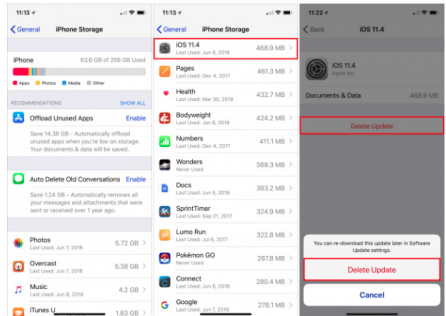
Unfortunately, unlike in macOS, where you can avoid selecting the checkbox for "Download newly available updates in the background" in the App Store pane of System Preferences, iOS gives you no control over whether or not these updates are downloaded. Aside from the storage issue, that lack of control might also present a bandwidth problem for people who are charged by the bit, who need to be careful of data caps, or who have very slow Internet connections and prefer to initiate such downloads when on a faster link. We presume that such updates download only over Wi-Fi, but again, Apple provides no transparency into the process.

If you do run into this situation, where you need to recover the space being consumed by an iOS update in waiting, you can do so, at least until iOS decides to download the update again.

First, to see if this is the case, tap Settings > General > Software Update. If the link at the bottom is Install Now, the update has already been downloaded and can be deleted. (If it instead reads Download and Install, the update hasn't been downloaded automatically and thus

update (right).

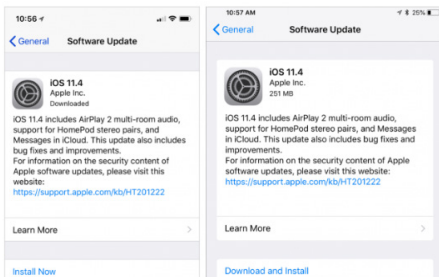
Next, go to Settings > General > iPhone/iPad Storage. This screen summarizes how your space is being used at the top, provides space-saving recommendations that are worth considering, and then lists each app in order of how much space it and its data take up. An iOS update might be relatively near the top if it's a major update, such as from iOS 10 to iOS 11. Most updates within a major version are smaller, so you'll need to scroll down in the list to find them. Tap the update, then tap Delete Update, and



confirm that you want to delete it.

If you go back to Settings > General > Software Update, you'll see that the link at the bottom has changed from Install Now to Download and Install. When you're ready to install the update, tap that link to proceed.

Please don't interpret this article as a suggestion that you should avoid installing updates. That's a terrible idea. For stability and security reasons—not to mention getting new features—you should always install updates. But you can and should wait a few days after an update is released to make sure there aren't any problems with it and then download at a time that works for you. The instructions above merely show you how you can manage your storage in the interim.



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isn't taking any space.)
An iPhone with iOS 11.4 downloaded and ready to install (left) versus an iPad that hasn't yet downloaded the

How to Download all Your Apple Data

You have undoubtedly noticed by now that something called GDPR has taken effect (see “Europe’s General Data Protection Regulation Makes Privacy Global,” 2 May 2018). The General Data Protection Regulation is a European Union framework for handling user data. Even if you’re not in Europe, you have been receiving email messages regarding updated privacy policies. Many companies are applying GDPR’s requirements to their entire customer base under the assumption that it’s better and easier to homogenize the way they manage user data, especially if other countries outside the EU adopt a similar approach to data management in the future. Plus it’s good publicity.

Apple is no exception to this movement. The company has changed the way it handles user data and the way it informs users about privacy. Because of this, it recently unveiled a new option that lets you download most of the data that is linked to your Apple ID. This feature is currently available to users in the European Union, as well as members of the European Single Market: Iceland, Liechtenstein, Norway, and Switzerland. Apple has said it will roll out this feature worldwide in the coming months.

To request your data, go to privacy.apple.com on a Mac or iPad (you can’t do this on an iPhone), sign in, answer the security questions that the Web site displays, and you’ll see four options:

- Get a copy of your data
- Correct your data
- Deactivate your account
- Delete your account

The second option isn’t particularly useful—it just provides links to the Apple ID Web site, where you can correct your name, address, and other data; and to Apple Online Store account settings. The last two options are somewhat self-explanatory: you can deactivate your account temporarily if you wish to take a break from Apple services (perhaps you want to delete your account but want to test the waters first to see if you’ll miss anything), or you can go nuclear and delete your account entirely.

The first option, however, is why we’re here.

Downloading Your Apple Data

To download your data, click the Get Started link at the end of the “Get a copy of your data” paragraph. It takes you to a page that explains what you can download and in which formats you’ll receive the data. Apple says this data will be provided “as spreadsheets or files in JSON, CSV, XML, or PDF format.” For many people, this choice will be confusing. Most people know what

a PDF is, and many TidBITS readers probably know what a CSV file is, but how many will know what to do with an XML file or have even heard of a JSON file?

PDF is the most human-readable of these formats. CSV—comma-separated values—is basically a way of representing the columns and rows of spreadsheet data in a text file. XML and JSON are file formats that present data in a structured format, with tags, suitable for importing into other apps or uploading to Internet services.

You can download 15 types of data, as you can see in the screenshot. The page presents a series of categories: check those you want to download or click Select All.

The types of data you can download from Apple

The data does not include iTunes Store, App Store, or iBooks Store purchases, which are, for the most part, available for re-downloading from each store. (If you want to transfer your purchased movies away from iTunes, Movies Anywhere might help—see “Movies Anywhere Frees Your Films From Platform Lock-In,” 14 October 2017.)

The organization of the data is a little odd and seems to be more by size than logic. The items in the top section either reflect your interactions with Apple or let you download small data stores: calendars, reminders, contacts, bookmarks, and notes. The bottom section provides access to larger data stores in iCloud: your files, email, and photos.

Although you can export all of the data out of the appropriate apps on your Mac, you may still want to download it if you’re moving away from Apple’s ecosystem and wish to import everything into another platform or service. Apple provides contacts, calendars, bookmarks, and email in (respectively) VCF, ICS, HTML, and EML formats, which are readily imported into other apps. The files, email, and photos in the bottom section are generally much larger downloads if you have a lot of files in your iCloud Drive or a lot of photos. Apple warns that they may take a long time to retrieve.

When you’ve made your selection, click Continue, and you’ll be asked to select the maximum size of the files that Apple provides for download. Assuming you’ve only selected the first group of items, the total will probably be less than 1 GB. If you have a lot of photos, on the other hand, it could be hundreds of gigabytes, so choose a file size that’s easy for

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**SoundByte is the newsletter of the London Mac User Group.
It is produced solely by, and for, LMUG members.
LMUG Committee 2017/18**

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you to manage and download. If you have a slow Internet connection, specify smaller files, so if the download flakes out mid-file you won't have to re-download too much data.

Choosing a maximum file size for the Apple data download

Apple says that it may take up to seven days to provide this data. For me, it took six days.

Six Days Later...

I requested my data on 23 May 2018, and on May 30th, I received an email from Apple telling me that I could download it.

Your download is ready message from Apple

I was taken to a Web page where I could download data from these twelve categories. Each category downloads as a Zip archive—a couple of which contained two or three more Zip archives. Most of the data is in CSV format, with a few JSON files. You can view the CSV files in the Finder with Quick Look (click a file and press the Space bar), or you can open them with Excel or Numbers to view them more easily.

None of the data is very interesting. It's a lot of spreadsheets of things you've bought from Apple—even updates to iOS apps, your support history (such as repairs, online chats, and screen sharing sessions), information about which devices are signed into your Apple ID, and more.

It was interesting to see a list of all the repairs I've had to my Apple hardware. It's worth noting that this is an Apple ID I've been using for just the five years that I've lived in the UK—but there isn't much detail. In one file, I see the serial numbers of different devices and dates, but nothing about what type of devices they are or what type of repairs were carried out.

The majority of the data is store-related: devices authorised to use the iTunes Store, and apps, music, videos, and ebooks that I've purchased. But one thing that is missing is my purchases from

the Apple online store: the two Macs I bought last year, my iPhone 8+ and previous iPhones, my Apple Watches, Apple TVs, and more. There is an Online Store Activity folder in the Other Activity folder, but its contents are sparse. It merely contains Ratings and Reviews, Saved Cart, and Shipping Address History.

There was one file I didn't expect to see. In case you thought you could forget about this, there is a special file about that free U2 album that Apple gave everyone in 2014 (see "How to Get (or Delete) Your Free U2 Album," 10 September 2014). I don't know what the file is for, other than as a reminder of that unpleasant incident.

Apple's CSV file listing the tracks from that U2 album they controversially distributed to all Apple users

It's a good thing that Apple is providing a relatively simple way to access all this data, although some of the file formats may prove daunting for many users. To learn more, read Apple's support document "Get a copy of the data associated with your Apple ID account," which includes a FAQ that deals with some of the questions that may arise, such as those concerning file formats, why some data is masked, why dates may seem strange, and more.

Many people, like me, will download this data out of curiosity. But this service is more about giving you a way to import your data into other apps or services because part of GDPR is the right to data portability, so you can move your data without losing anything. Think of it as an aid if you decide to leave the Apple ecosystem and want to be able to retain the data you've accumulated over time rather than a way of checking up on what data Apple has been storing about you.