

Texas State and *Snow Leopard* (Mac OS X 10.6)

Technology Resources

In August, 2009, Apple released the latest version of Mac OS X 10.6 (*Snow Leopard*). There are some factors to consider before a departmental adoption and deployment takes place. While there are many advantages to *Snow Leopard*, the intent of this document is to make users aware of the potential issues affecting the Texas State community. We want to ensure that the support infrastructure is adequately prepared to address a campus-wide adoption.

After researching and testing Technology Resources' (TR) supported applications, the transition from Mac OS X *Leopard* to Mac OS X *Snow Leopard* appears to have a few compatibility issues if the Macintosh meets the basic hardware requirements. *Snow Leopard* can be installed only on Intel Macs.

What's New?

Snow Leopard is at its core an extensive under-the-hood improvement of the previous *Leopard* Mac OS. *Snow Leopard* has been enhanced and streamlined to run exclusively on Intel-based Macs. Because of this streamlining, *Snow Leopard* will run leaner and faster. Also, the system files take up less disk space. Current users of *Leopard* (Mac OS X 10.5.x) using Intel-based Macs will be able to upgrade to *Snow Leopard* easily. For more information, click here: <http://www.apple.com/macosx/refinements/>

Note: Users of PowerPC-based Macs will *not* be able to upgrade to *Snow Leopard*.

Older PowerPC-based applications can still run on *Snow Leopard* running on an Intel-based Mac. However, users will be prompted to install the *Rosetta* system function the first time they attempt to use such an application. Once installed, *Rosetta* will run seamlessly in the background whenever users run an application requiring it. In the long term, with the release of *Snow Leopard*, Apple will be encouraging program developers to update their applications to work exclusively for the Intel-based Mac.

Core Technology Enhancements

Snow Leopard will run on all Intel-based Macs, however, because of limitations with the types of Intel processors, some of the latest technologies may not be used on older Intel-based Macs. Apple has incorporated new technologies called *OpenCL* and *GrandCentral* which improve performance over *Leopard*. These new technologies take advantage of 64-bit and multiple-processor Intel computers. Some of the older Intel Macs do not have a 64-bit processor or might have only one processor. These older Macs will still run *Snow Leopard* a bit faster than *Leopard* but will not be able to utilize these newer core technologies for even greater performance. For more information, click here: <http://www.apple.com/macosx/technology/>

Mac OS X 10.6 (Snow Leopard) Hardware Requirements

The new major hardware requirement for running Mac OS X 10.6 is an *Intel* processor. Apple also now states the minimum memory specification as 1 GB. If you plan to run Windows on your Macintosh using a virtual machine application such as *Parallels*, you should have at least 2 GBs of RAM.

Hardware specifications are as follows:

- Mac computer with an Intel processor
- 1 GB of memory
- DVD drive for installation
- 5 GB of available disk space

For more information, click here: <http://www.apple.com/macosx/specs.html>

Mac OS X v10.6 Incompatible Software

Snow Leopard has the ability to *quarantine* Snow Leopard-incompatible applications to prevent conflicts in the operating system. Apple also provides a list of major software titles that are known to be incompatible with 10.6. For more information, read this Apple Knowledge Guide article:

<http://support.apple.com/kb/HT3258>

Known Issues Related to Texas State

The results of testing indicated a high compatibility with existing TR supported applications running under Mac OS X 10.6. The below TR supported applications and services are *not* compatible with Mac OS X *Snow Leopard* or have a special qualification.

- **SAPGUI for Macintosh**

Initial testing indicates that SAPGUI runs on Mac OS X 10.6. Technology Resources discourages SAP GUI users from upgrading to Mac OS X *Snow Leopard* until testing by the Texas State SAP Competency Center has been completed and compatibility with *Snow Leopard* confirmed.

- **McAfee Virus Scan is now McAfee Security for Macintosh**

VirusScan 8.6.1 is not compatible with *Snow Leopard* and has been replaced by *McAfee Security for Macintosh 1.0*. In initial testing, we have found that installing VirusScan 8.6.1 on 10.6 will result in major problems with the operating system. Repairing this damage might not be possible. All users are encouraged to upgrade to *McAfee Security 1.0* from VirusScan if their Macs are using Mac OS X 10.4.6. [Contact ITAC](#) for information on obtaining McAfee Security 1.0.

- **SPSS Statistical Package is now PASW Statistics**

SPSS has been renamed *PASW Statistics*. *PASW Statistics 18* is compatible with *Snow Leopard*. To upgrade to *PASW Statistics 18*, use the PDF upgrade form on the TR Software> Macintosh Software page at <http://www.tr.txstate.edu/software/macintosh-software.html>.

- **SAP Portal**

Firefox 2.0 is still the supported browser for SAP Portal on the Macintosh. Firefox 2.0 has been found to run successfully on OS X 10.6.

- **Filemaker 9**

We recommend that you upgrade to *Filemaker 10* since it is optimized for Intel-based Macs.

- **iTerm**

We recommend that you download and install the latest version of iTerm from the [TR software download page](#).

- **Apple Mail, Address Book & iCal – Exchange Compatibility**

The arrival of *ActiveSync* compatibility on the iPhone OS and Mac OS X means that *push e-mail* is now available on Apple's Mail, Address Book, and iCal applications. While many basic Exchange features familiar to Entourage and Outlook users work successfully, we have found the following missing features: (1) Attaching additional *shared* mailboxes to an existing Apple Mail Exchange account is not supported, (2) Exchange Tasks (or *To-do* items) cannot be accepted via Apple Mail, and (3) Apple Mail does not successfully send Task updates.

- **Appletalk not supported – printers must be added via Bonjour or by IP**

With *Snow Leopard*, Apple no longer supports the Apple Talk protocol in any manner. This means that printers must be added via Bonjour (works for most printer models released within the last couple of years) or must be added as a TCP/IP printer using the printer's IP address. If the printer does not appear in the list when browsing to add it, add the printer by clicking the *More Printers* toolbar button or the *IP* toolbar button.

Other Resources

Troubleshooting Office for Mac with *Snow Leopard*

http://blog.entourage.mvps.org/2009/09/hot_topics_using_office_for_mac_with_snow_leopard.html

Parallels Desktop for Mac

<http://www.parallels.com/products/desktop/snowleopard/>

Adobe Creative Suite

http://blogs.adobe.com/jnack/files/Adobe-SnowLeopard_FAQ.pdf

Recommendations for Support

Snow Leopard promises to be a leaner and more efficient version of the *Leopard* Mac OS. However, its high-end potential (such as 64-bit application/library and addressing larger memory space) will not be fulfilled without the development of 64-bit applications by third-party software vendors. With *Snow Leopard*, Apple has made an exclusive commitment to the Intel processor.

At this time we *do not* recommend that you upgrade to *Snow Leopard* if you use SAPGUI for Macintosh. If you want to run SPSS, you will need to upgrade to *PASW Statistics 18*.

All other Intel-based Mac users may upgrade if their Macs meet the minimum hardware specifications.

Product and Licensing Information

- **Departmental Use – Faculty and Staff**
 - Request Mac OS X *Snow Leopard* media through Technology Resources Business Services
 - Software Licensing, visit: <http://www.tr.txstate.edu/software>
(Please note the *Snow Leopard* Support Timeline below)
- **Personal Use – Faculty, Staff, and Students**
 - Purchase direct through Texas State's Apple Web site:
<http://www.tr.txstate.edu/hardware/personal-hardware.html>
 - Purchase through Texas State's University Bookstore (512.245.2273)
 - Purchase at any major software retailer.
(Please note the *Snow Leopard* Support Timeline below)

Texas State – Mac OS X *Snow Leopard* (10.6) Support Timeline

Full support for the Mac OS X *Snow Leopard* operating system is now available to faculty, staff, and students from Technology Resources via the [IT Assistance Center](#).

Macintosh computers ordered with the software image through Technology Resources will include Mac OS X *Snow Leopard* as the primary operating system as of November 2, 2009. *Snow Leopard* media discs are included with every new Mac. (Note: This only pertains to those Macintosh computers ordered with the software image.)