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Tension Software

Mac Restart 2.4

User Guide



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Every effort has been made to ensure that the information in this manual is accurate.

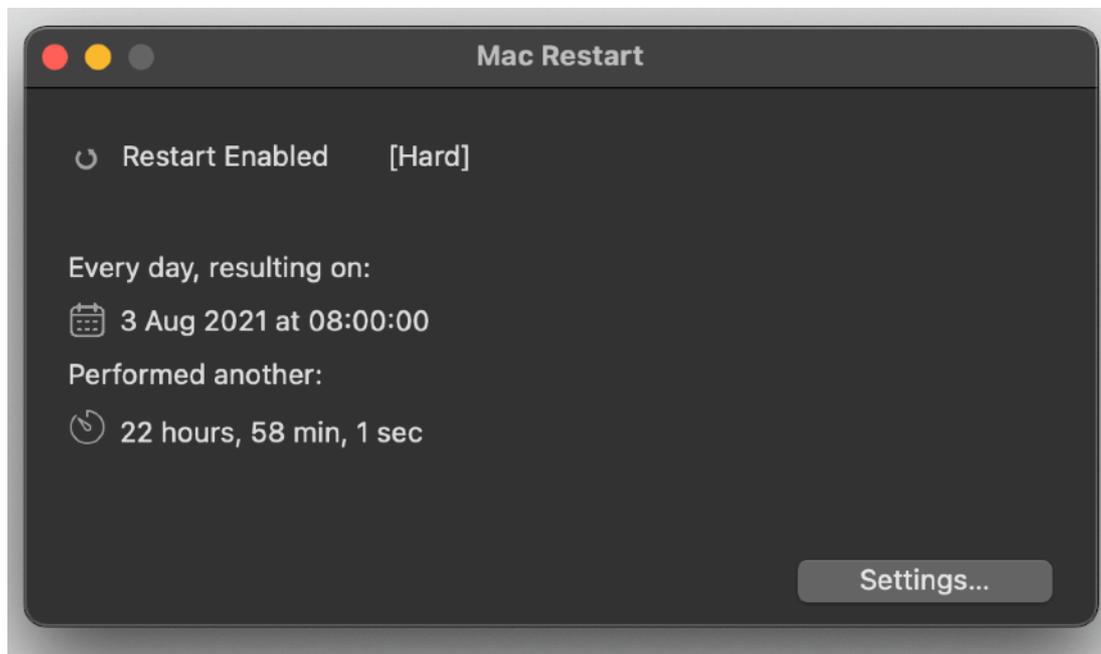
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Welcome to Mac Restart

Restart an Unattended Mac in Various Ways

Mac Restart is the tool to restart a Mac when unattended using various methods. Use is simple and immediate, no learning curve at all to start use it.



You can restart the Mac using different methods, using a repetitive schedule, a calendar date, at launch and checking for a keyword inside a remote web page.

When mac Restart is approaching the restart, it enter the 'Restart Mode'

If required you can stop the restart sequence.

Getting started with Mac Restart

Mac Restart is really simple to use

Just launch it.

At first run it will ask permission to install its new XPC technology based helper tool.

Helper tool is an auxiliary application that is installed in your Mac and allows to 'Hard Restart' your Mac when you will select this option.

To install it you will be required your admin password.

Admin password is required for 2 reasons:

- 1) It has to be installed in an area of the Mac that requires admin password to be accessed
- 2) It requires to work with admin privileges to Hard Restart your Mac bypassing any application that would refuse to quit letting your Mac to restart

It is secure?

Yes it is. It is code signed with our Apple certificate and will refuse to run if not commanded by Mac Restart signed with the same Apple certificate.

It can only Hard Restart your Mac.

It has no code to do other things.

This is also the reason Mac Restart can't be sold on the App Store.

As you know only sandboxed applications can be sold on the App Store.

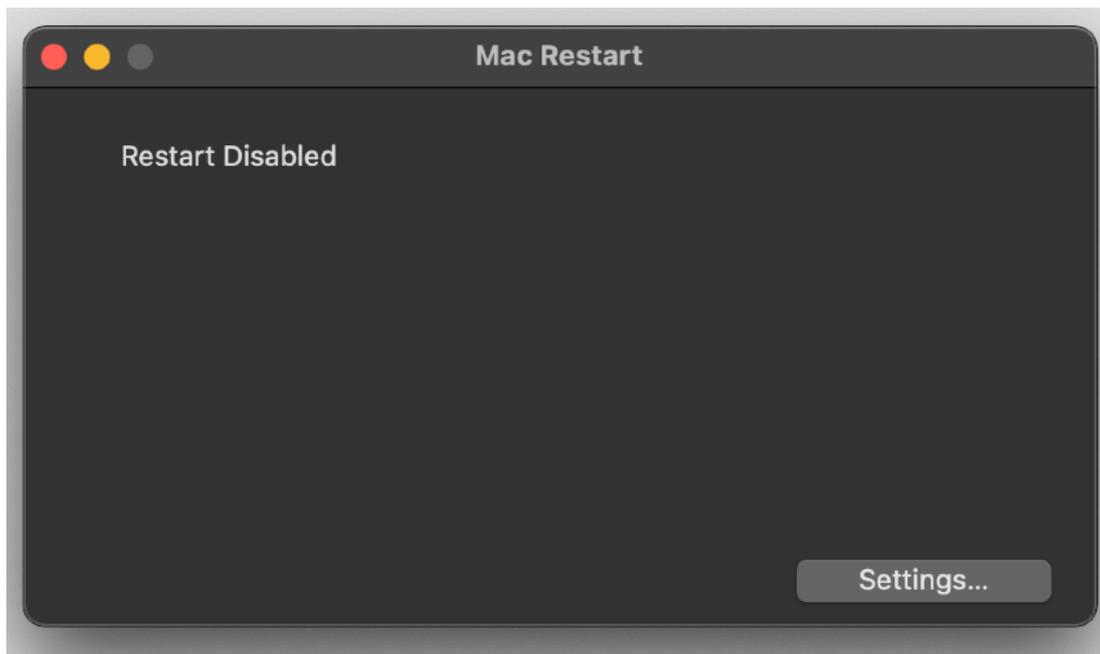
Unfortunately sandbox will not allow to escalate admin privileges to the Helper Tool and restart the Mac will not be possible.

The sandbox is so restrictive that even Soft restart would not be possible.

After the Helper Tool is installed Mac Restart is ready to work.

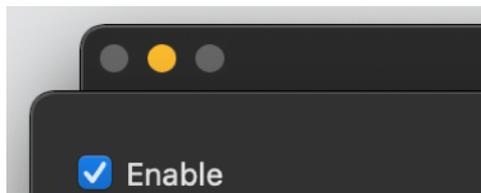
(For a more detailed installation guide please see next references part 'Installation of the Helper')

Press 'Settings..' to set it for its first use



Mac Restart will open the setting panels

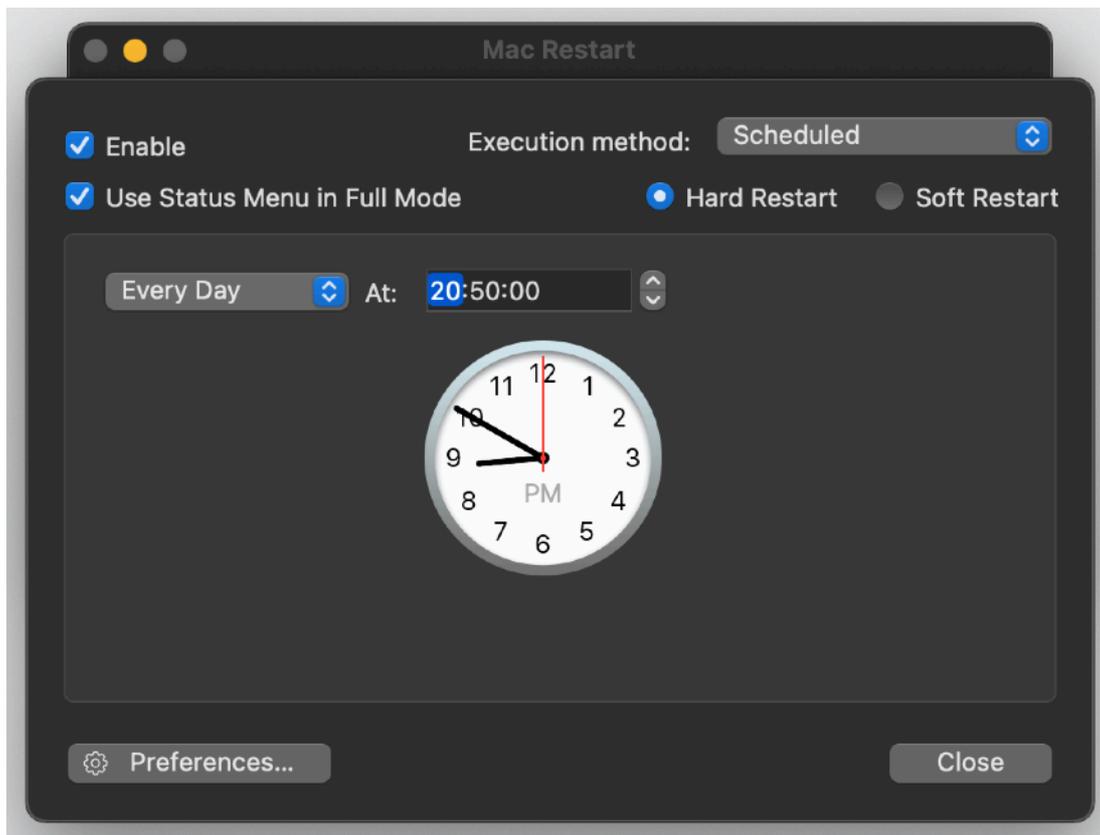
Click in the 'Enable' button



Then we use the 'Scheduled' method for 'Every Day' and select to Hard Restart at 8:50 PM

The time format will be the one you have in your Preference settings

If you had European format (used in many countries) you would have 20:50



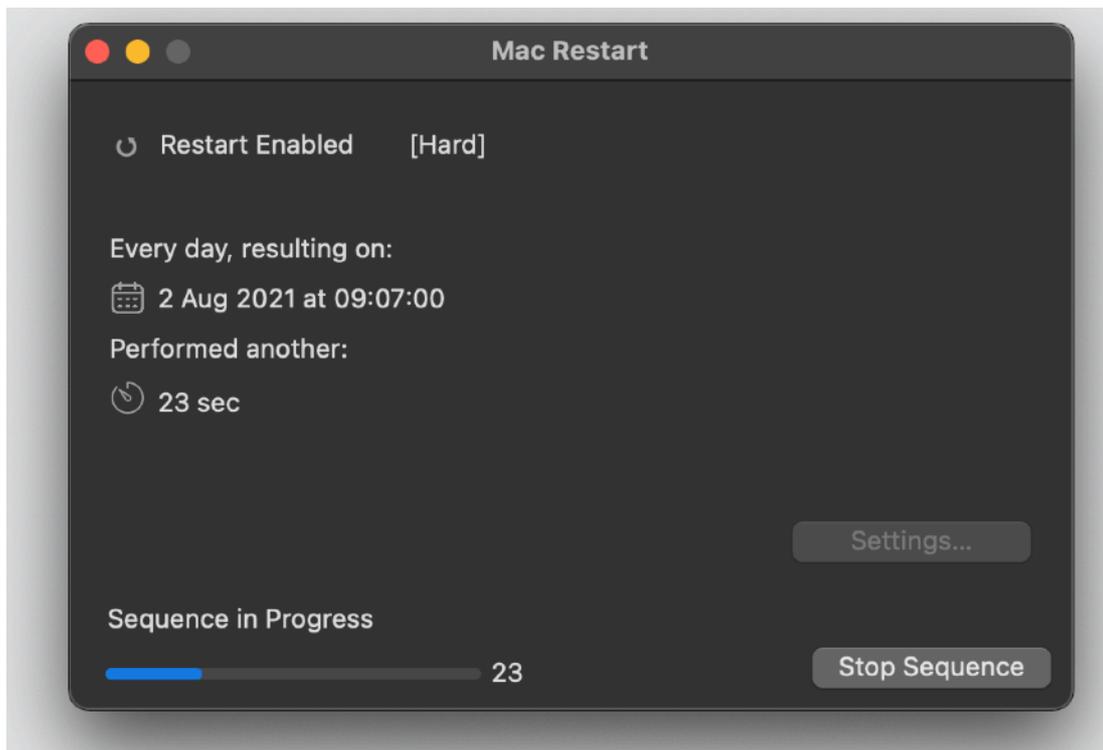
You can now click 'Close' in the setting panel
As you can see it is now ready to restart and it is showed in the main window.

Mac Restart uses the international setting you have in your MacOS preferences for displaying date and time

When the restart time arrives: (or just set a time, 1 min later, from the current time, to immediately see)

The time in advance Mac Restart will display a progress bar and start the restart sequence is adjustable in the menu

You will see Mac Restart will start a restart sequence.

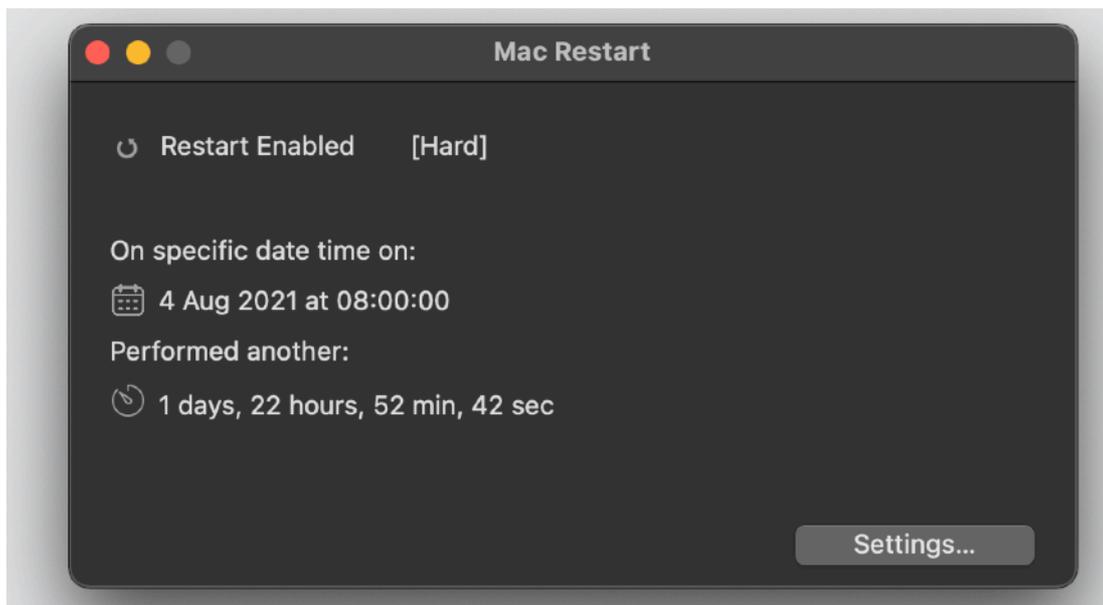


Mac Restart will inform the user it is going to execute the planned restart. You can at any time interrupt the sequence pressing the 'Stop Sequence' button.

Mac Restart Reference

Startup

Mac Restart is a standard MacOS application. It uses a single "Utility" window to show to the user its current settings and status.



Mac Restart can use also a status icon in the menu bar (on the right of the menu bar) with a menu associated that is available also when Mac Restart is not in foreground and can work also as background application without an icon in the dock and no desktop menu, in that case it will be controllable via the status menu only.

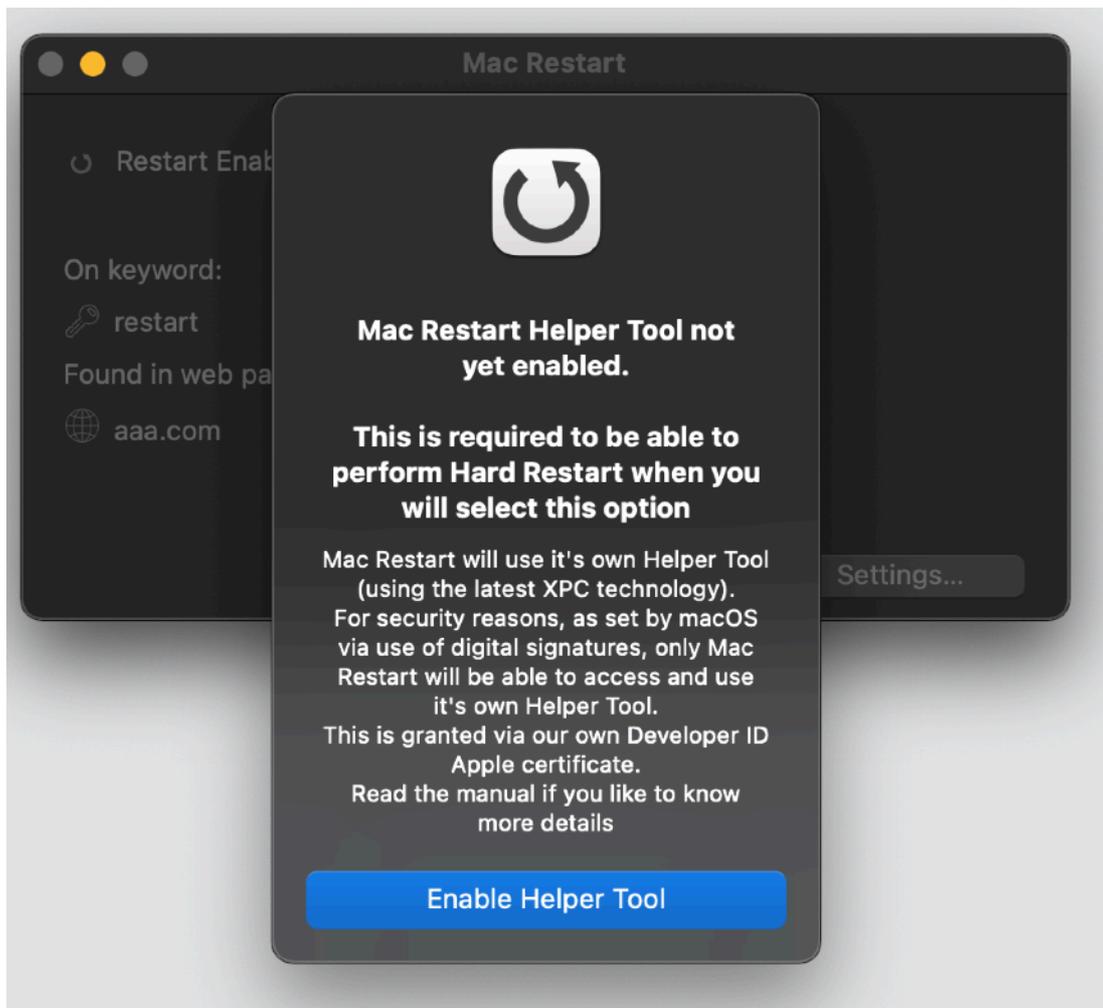
Installation of the Helper

At first startup Mac Restart will ask permission to enable an application helper. It is mandatory to enable this helper because this is the tool that allows Mac Restart to 'Hard restart' your Mac without asking you for further permission.

This helper tool uses the latest new XPC technology which is the preferred technology by Apple to gain admin permission to perform this kind of task in a privileged and secure way.

Everything is digitally signed and nothing works if not digitally signed and the tool has to match signature with Mac Restart.

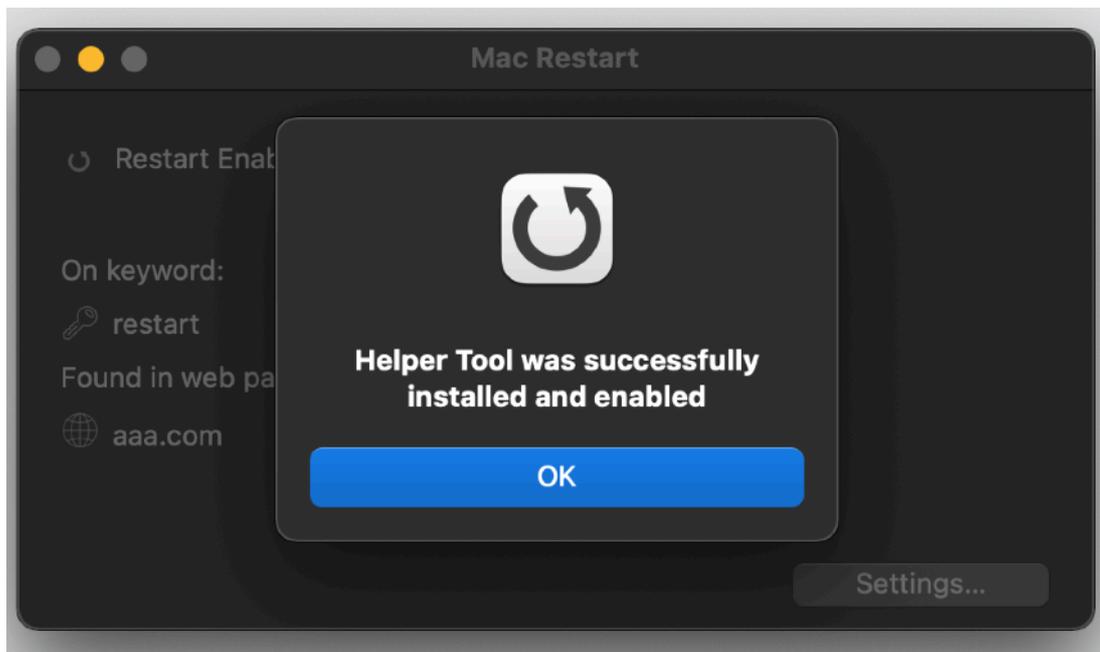
So yes, all is 100 % secure as required by Apple for admin tasks.



Confirming to enable the helper tool, MacOS will require your admin password to install it.

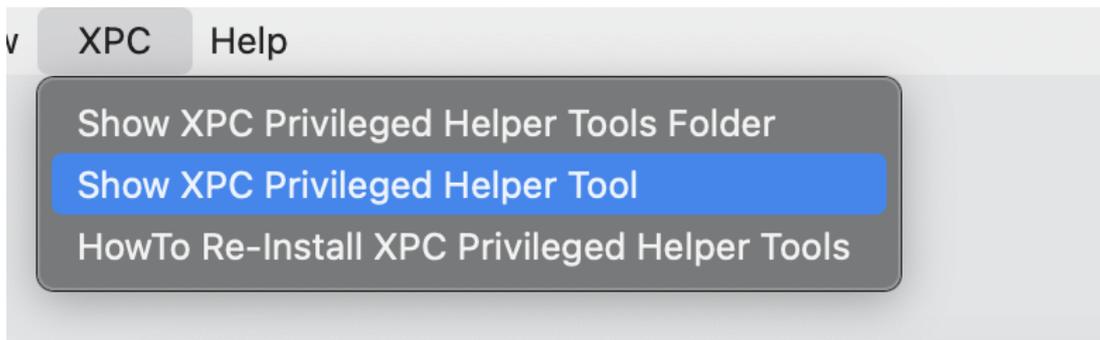


After inserting your admin password and confirming the helper tool will be installed

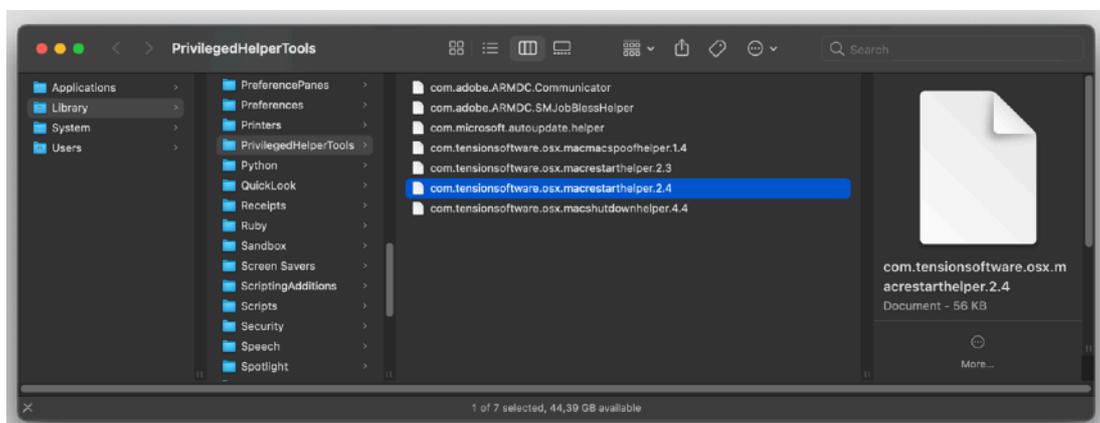


and Mac Restart will be able to perform, when you will require it, also an 'Hard Restart' with high priority.

You can visualise the installed Helper Tool using the XPC menu in Mac Restart



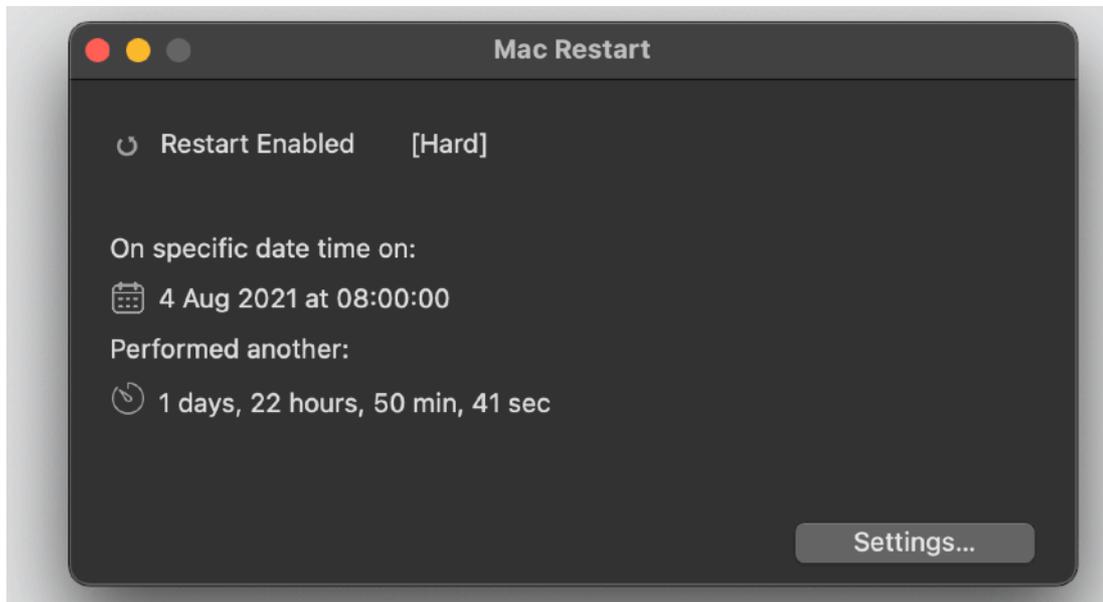
Selecting Show XPC Privileged Helper Tool will show it on your HD



After the helper tool will be installed, Mac Restart will be able to perform, when you will require it, also an 'Hard Shutdown' with high priority.

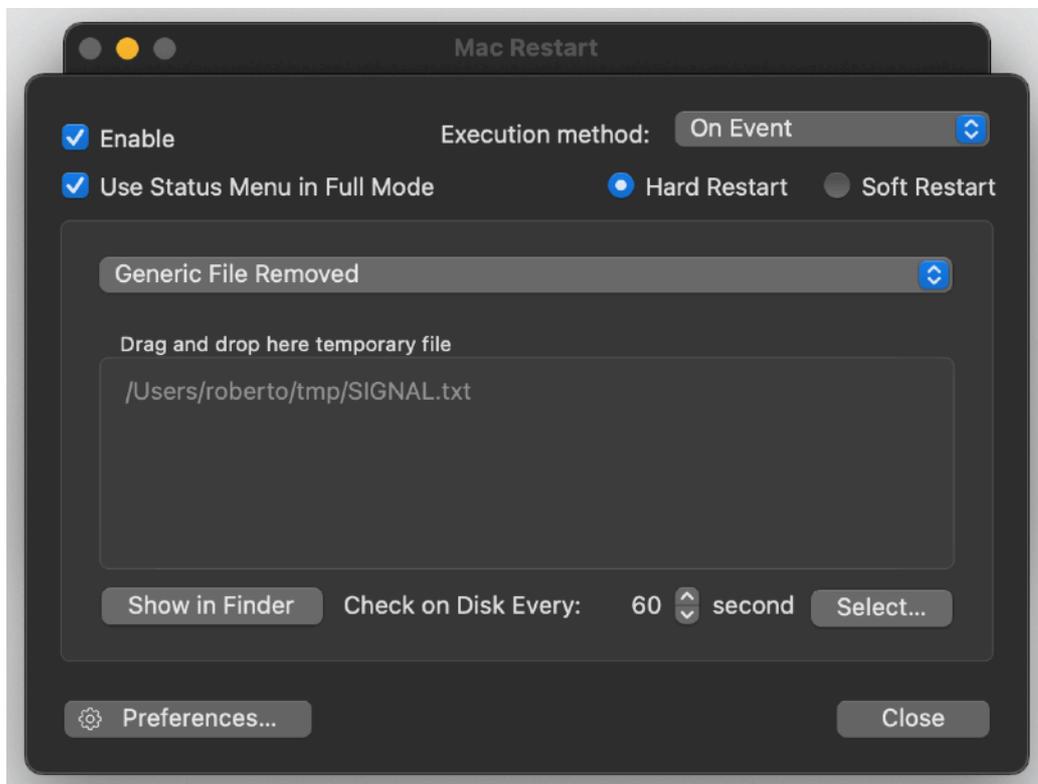
Display

In its main window Mac Restart displays:



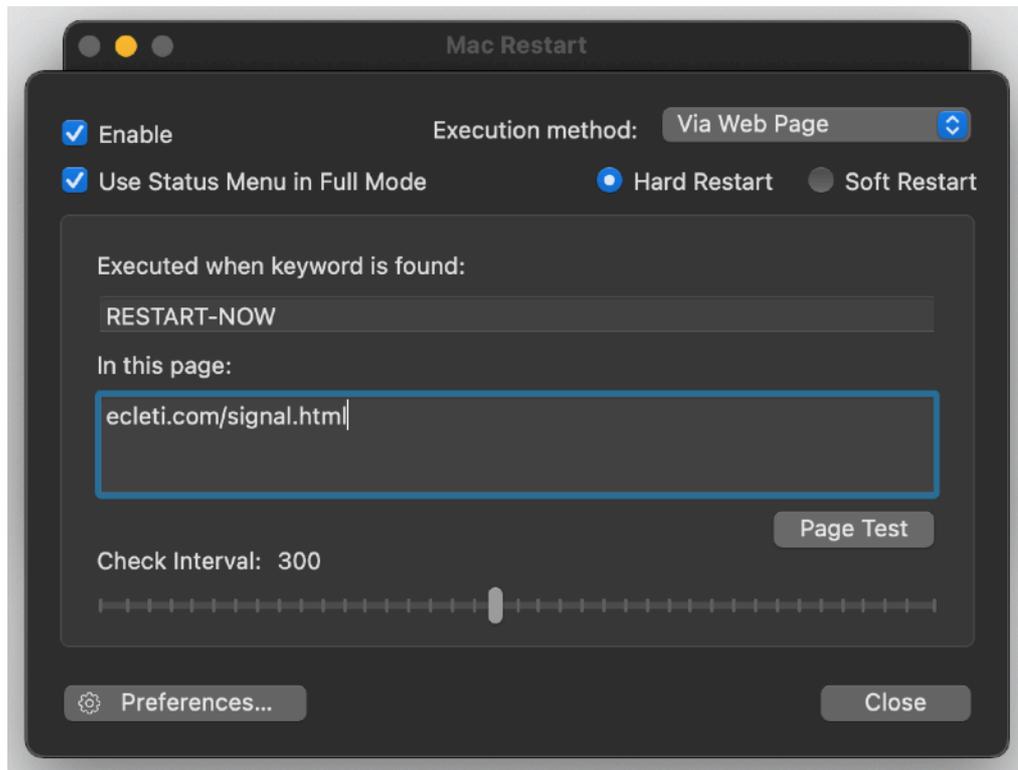
- The date when to execute the restart
- The time remaining for the restart

or if you used an 'On Event' option



- The local event launching the restart
- The path used to point to a file to monitor

or if you used the 'Via Web Page' option



- The keyword to search
- The url to the web page to search

It all depends of the modality you selected in the settings

Settings

To change settings select the "Settings..." button or select "Settings..." from the "Edit" menu

The be able to change the settings you need to check the 'Enable' option



Disabling it, Mac Restart goes in disabled mode, as it was at its first launch

In disabled mode, it shows almost an empty window.

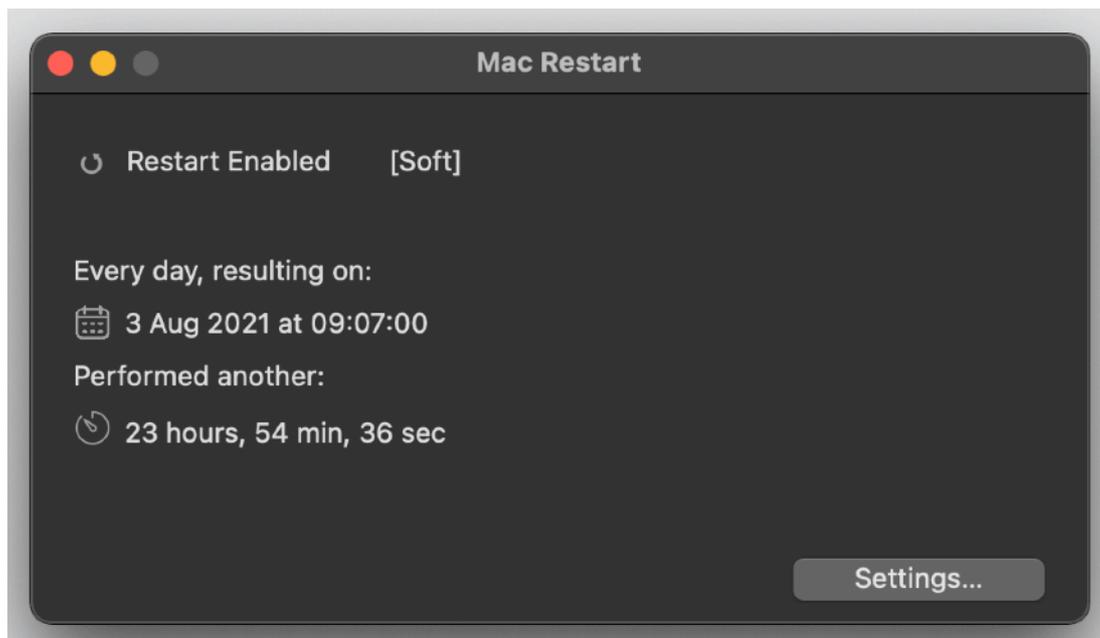
When in disabled mode, you immediately realize it, as long as you close the setting panel.

Now back to the settings panel and customizing the application for your use

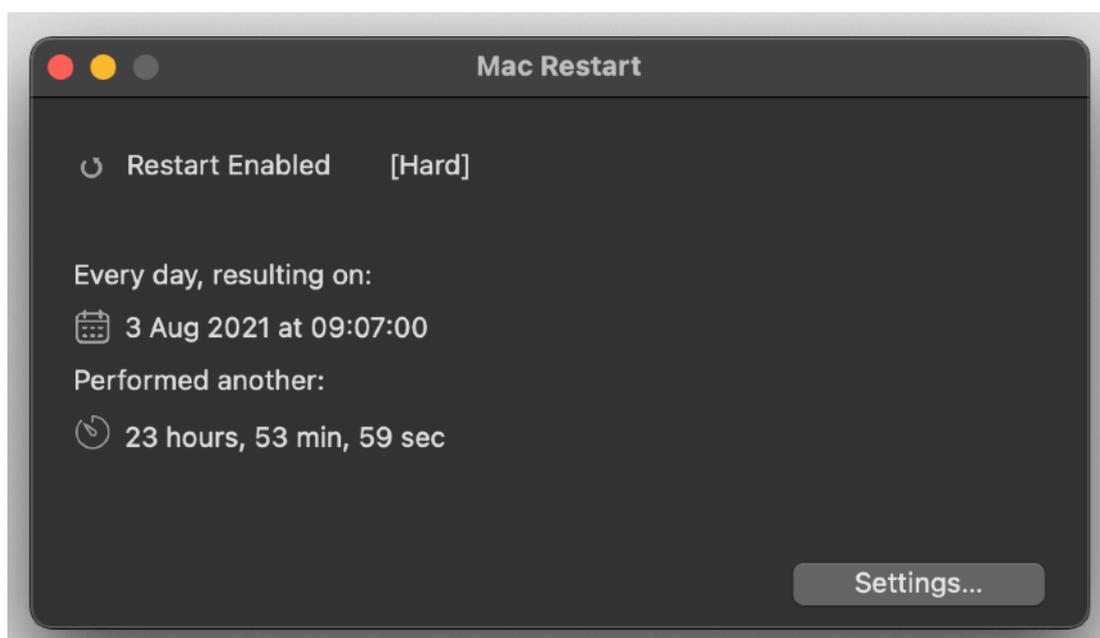
The Restart Types (Soft and Hard)

It is possible to perform a Soft Restart and a Hard Restart selecting from the main window the restart type

These two kinds of restart are totally different regarding the type of operation executed



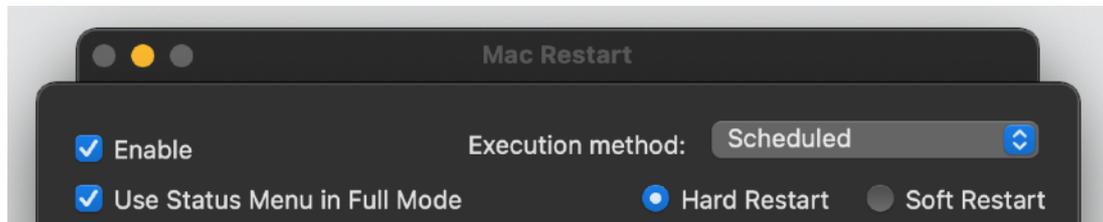
The main window will always specify in the first status line which kind of restart will be performed



The Soft Restart requires a restart to the finder via a polite high level message sent to the finder from the application.

It can be interrupted by any app open at the time the restart is requested, refusing to quit.

It's the 'old fashion' less powerful restart that will ask to any running application permission to restart.



On the opposite the Hard Restart, is performed at the operative System level and it is the equivalent of sending a restart request at Unix low level with admin permission

The Hard Restart is a lot more 'powerful' of the Soft Restart and has a very low level possibility to be interrupted by other apps.

You will be sure the restart will be performed, regardless of running applications.

Hard RESTART is issued at system level.

Use the Hard RESTART when you want to be sure the restart will be performed and you don't care about interrupting applications that may refuse to gracefully quit under a finder request

Hard Restart doesn't require, any time you select to use it, to be authorized at admin level. You need to authorize it at the OS level one time only, when you enable and let Mac Restart auto install the Helper Tool.

Hard Restart Type. How it works in details

To provide a restart at system level, we used the latest technology required by Apple to execute high privileged commands.

Helper tool is based on XPC Apple technology.

You don't need to know any technical details to use it.

We just explain it to let you feel more confident with the technology

For the more technicals, this is how Hard Restart works:

Mac Restart, at first use of it will require admin privileges to install its helper tool. After inserting the user password (the user needs to have a user level higher enough to restart the machine) will install inside your Mac a smaller separate helper

tool that will be granted the authorization level to restart the machine at the required time.

The granted level will be retained by Mac Restart helper tool and you should not be required to insert it again.

All will be performed automatically, the user is not even required to know an 'helper tool' is used.

For your security, the helper tool was digitally signed with Tension Software's digital certificate provided by Apple, the same used to sign Mac Restart, or it won't run at all!

So you know that nothing can run in that way with the user privileges except the right original tool embedded by us and correctly digitally signed by Tension Software using an Apple certificate.

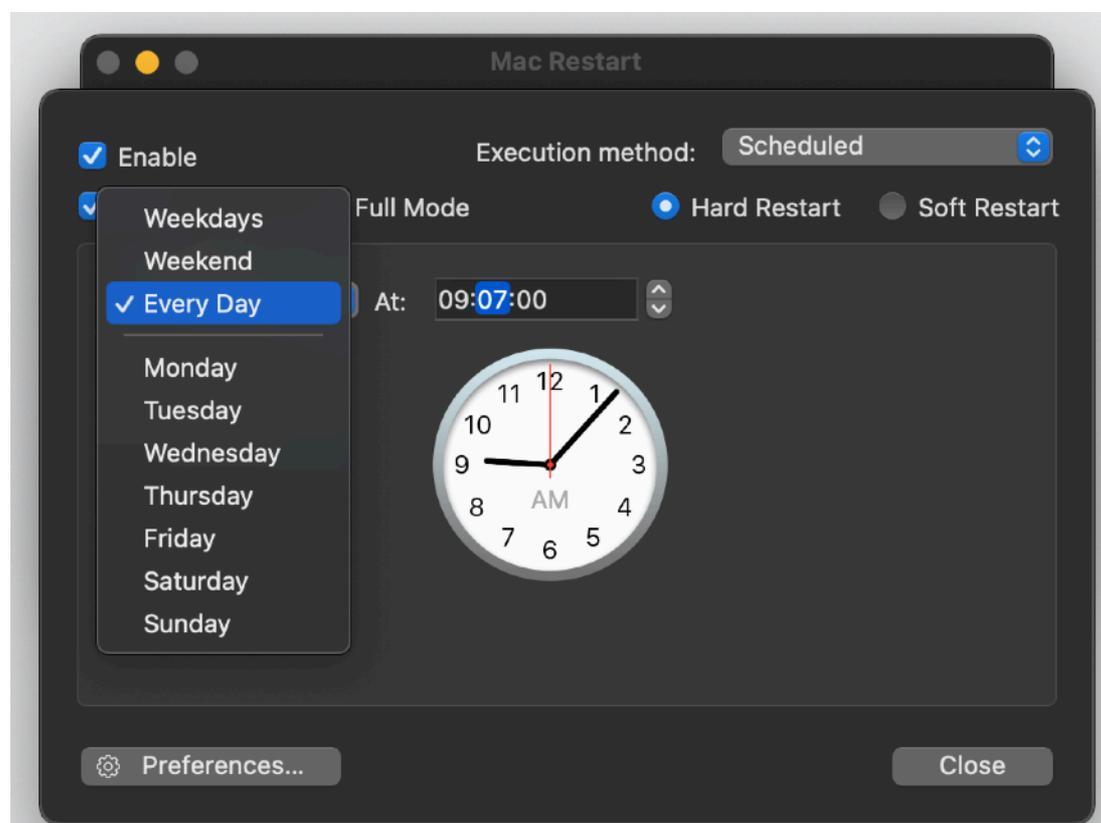
The helper tool will be installed automatically by Mac Restart in:
/Library/PrivilegedHelperTools

the name of the tool is:

com.tensionsoftware.osx.macrestarhelper.2

When restart: Scheduled method

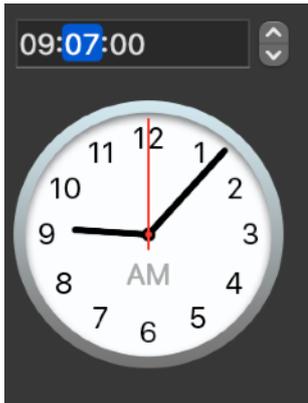
Scheduled method let you select when to restart your Mac from the following options:



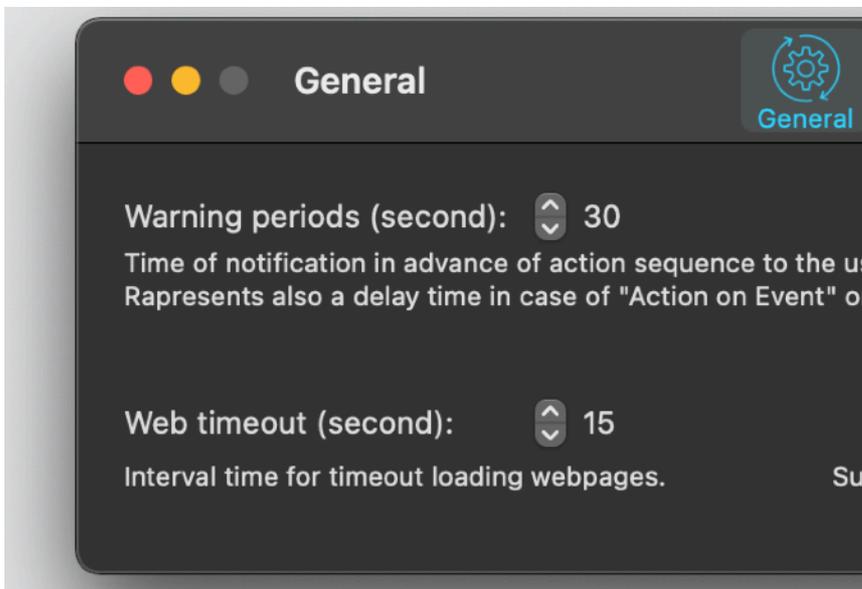
- Weekdays
- Weekend

- Every Day
- Monday
- Tuesday
- Wednesday
- Thursday
- Friday
- Saturday
- Sunday

and selecting a time from the clock control



You can also select the time of warning in advance in seconds inside the preferences



The time for the scheduled operation will be in the future starting from now + the warning period (it needs to use all the warning period)

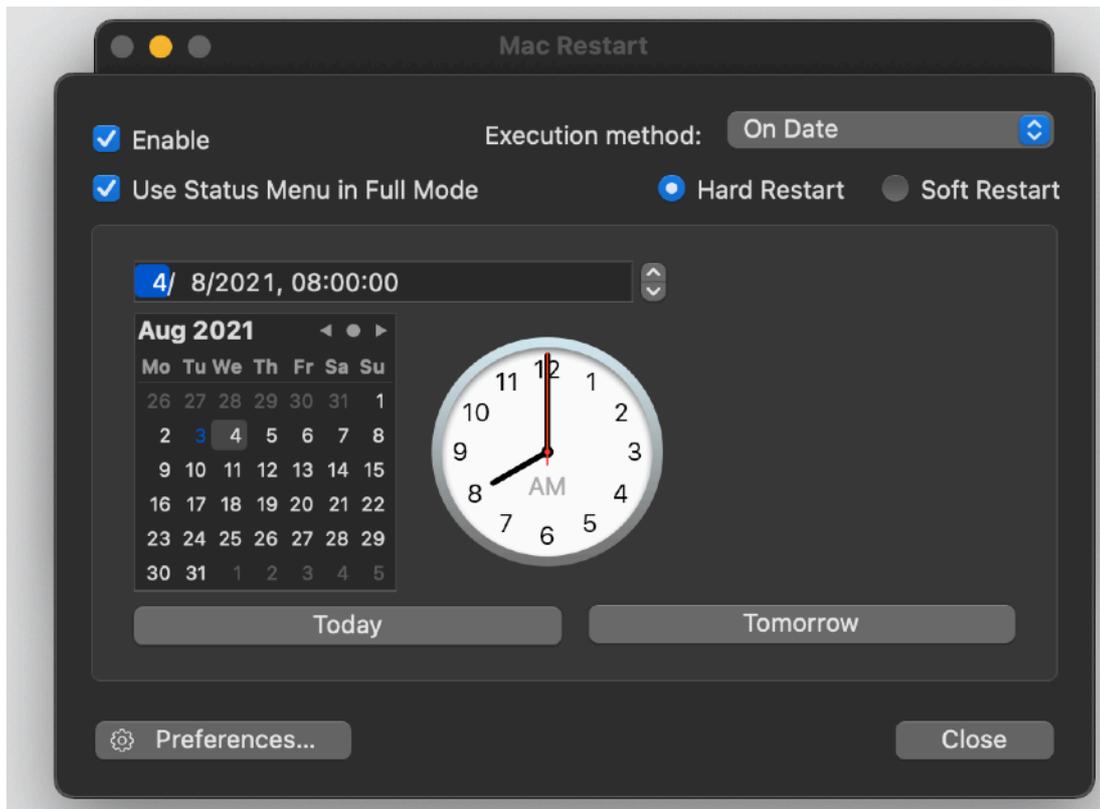
If at 10:00:00 AM you have a warning time of 30 seconds, if you set a time before 10:00:00 AM + 30 seconds, the app will not execute the action today because it can't use all the warning time

When restart: On Date method

The On date method is even simpler of the previous.

You select year, month, day, hour, minute, second you want the planned action is performed. Mac Restart will do it at the specified time if it will be running (Mac Restart needs to run at the planned time, to be able to perform the action)

You can select date and time using the standard MacOS control to manage date and time



The today button lets you always return to the current date with a single click.

You must use a date in the future + warning time

The time for the scheduled operation must be in the future + the warning period (it needs to use all the warning period)

If you have a warning time of 30 secs you can't use a date in the future resulting from the current time + the warning time.

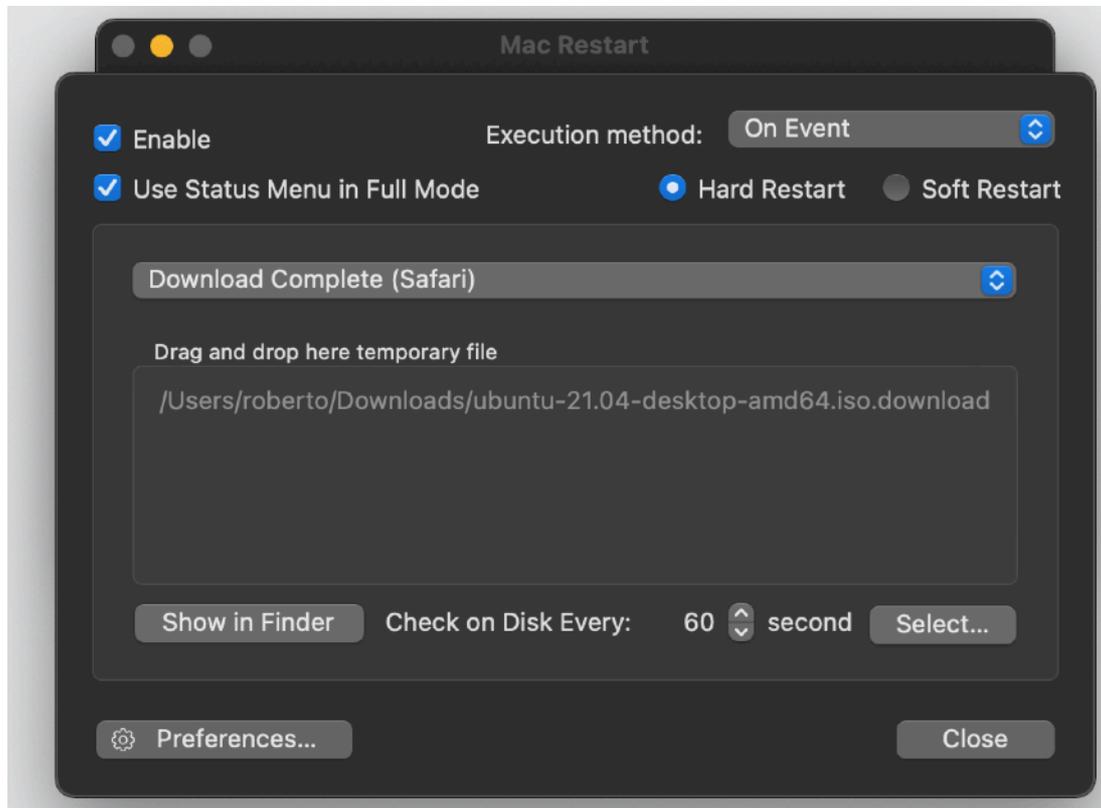
When restart: On Event method

The On Event method is not, time based, but it's based on an event triggering the planned action

At the present state it monitors the presence of a file on the hard Disk of your Mac, and if it can't file the file, it will launch the action (after the warning period)

This method is useful to monitoring a file download, usually during a download, many browser uses a partial temporary file to download files, when the download is finished the browser revert the temporary file to the final one changing the name of the temporary file.

Monitoring the temporary file allows the application to know when the download is finished and trig the planned action

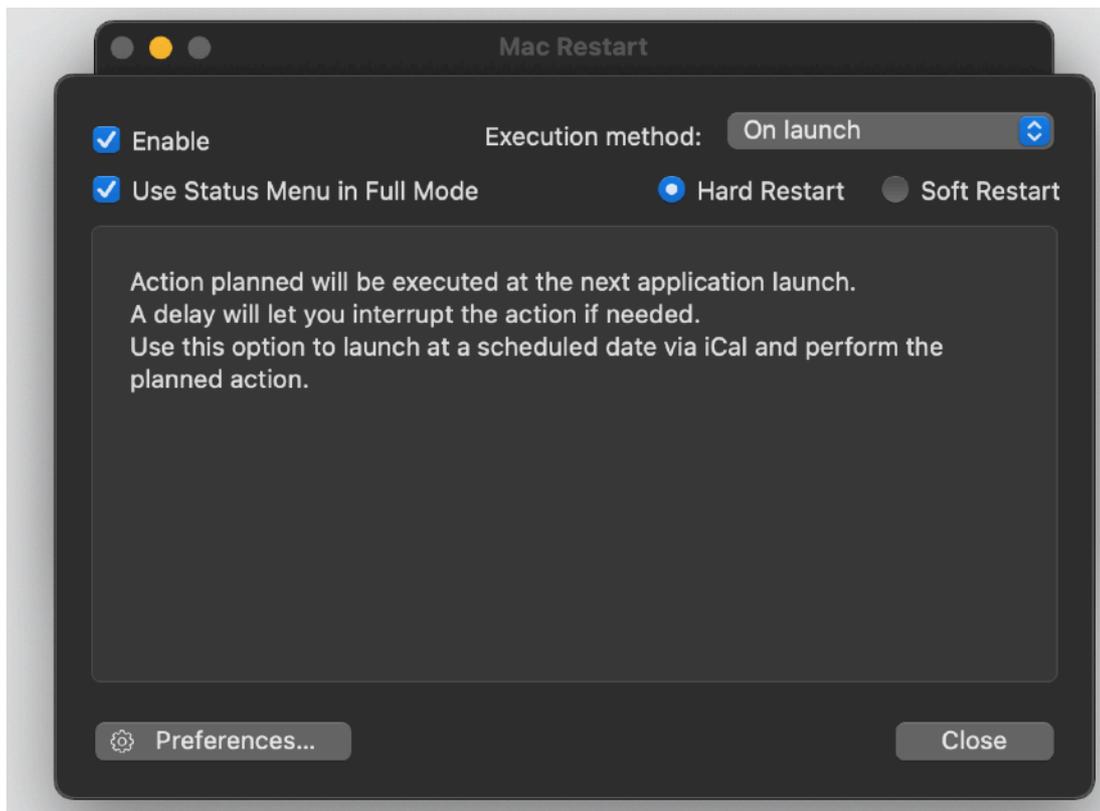


The file to monitor can be selected using the 'Select...' button or dragging it from the finder on the setting panel

The path will be shown in the window

When restart: At Launch method

You can use the 'At launch' method to have Mac Restart execute the restart when the program is launched. You will be warned of the upcoming action according to the warning period.



This method is useful to have another software launch Mac Restart and have it perform the action.
As an example you can set in Apple iCal an event to launch Mac Restart.

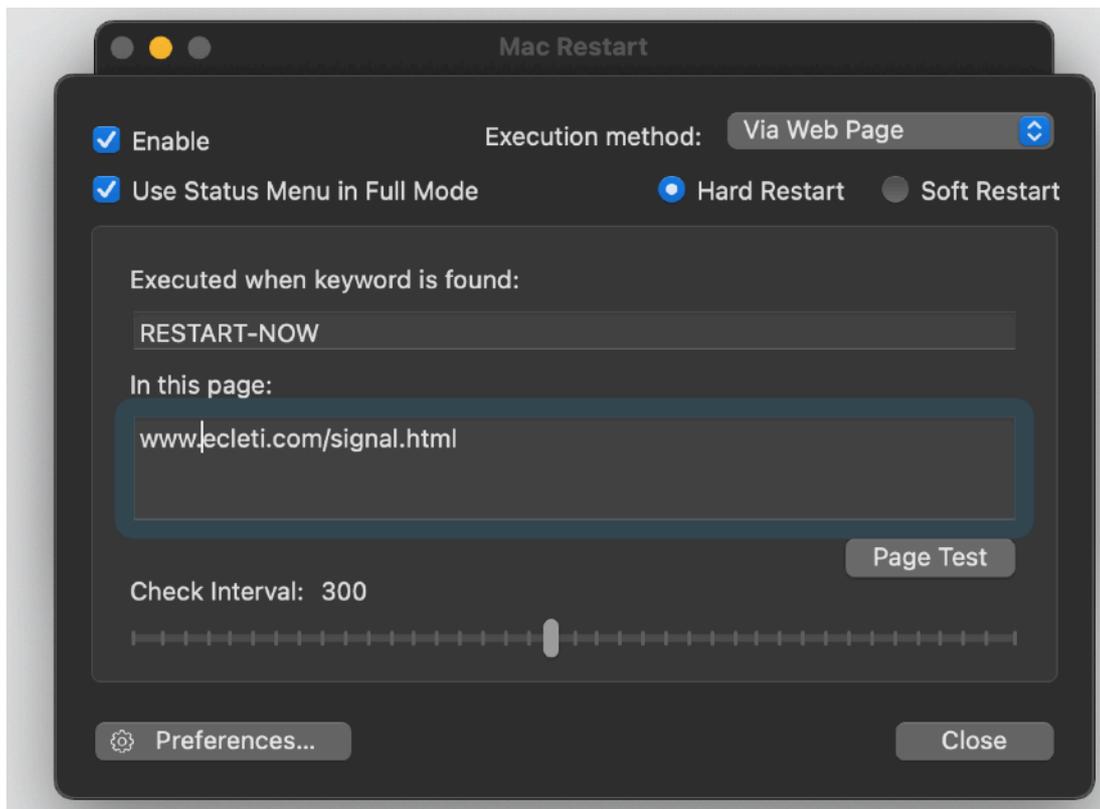
When restart: Via Web Page method

This setting allows to execute the action or more then one Mac updating a web page with inside a specified keyword.

Mac Restart continuously check the specified web page for the keyword.
When the keyword is found inside the web page, the action is performed.
You will be warned of the upcoming action execution according to the warning time

From a practical point of view this will allow one to execute the action from a remote place (you just have to update a specified web page created for the purpose, to contain the specified keyword)

Using this method you can perform the action on more Macs at once using this method, when you update the web page, all the Mac, anywhere in the world, monitoring this web page will execute the action at the same time, after the warning time you specified



You need to specify the keyword and the web page address, to check if the web page address is correct, using the 'Page Test' button you can open the page in your default browser.

In case 'http://' is not used in the address, Mac Restart will add it for you in the request it sends to the browser to open the page. "Preferences..." button.

In the Dock

While running, if in full desktop mode, you can minimize the Mac Restart window with the Yellow Button on the Window Bar and put it in the dock. Mac Restart still will work and will be able to restart your mac.

In case it enters the "action mode" while it is minimized in the dock, Mac Restart "jumps" from the dock, to notify you (in case the Mac is not unattended) that the action is about to be performed.

In any case note that Mac Restart must be running to let you perform the action. Launching Mac Restart, setting the needed date and time and quitting it or simply having it not running and the specified date and time of restart, will not allow the restart to be performed.

It is Mac Restart that performs the restart, so it is necessary that the application is running at the selected time to perform the restart.

Status menu

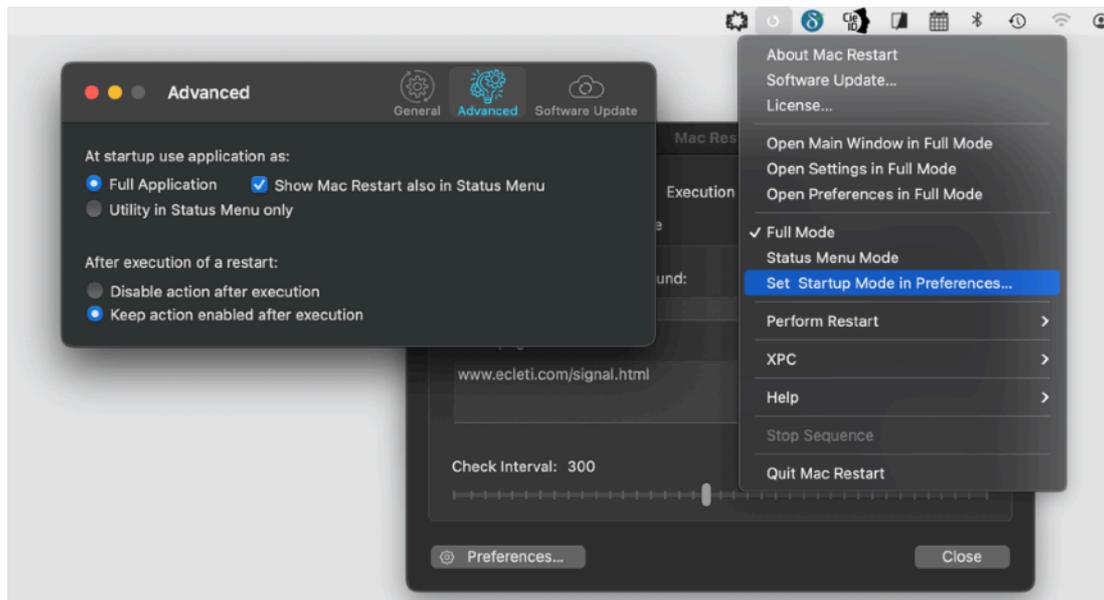
You can have an additional menu to use with Mac Restart as a 'status menu'. Status menu is placed on the right of your menu bar (where you usually have date and Spotlight search) and is available also when Mac Restart is in background, regardless of the current active application.

You can enable the Mac Restart status menu from the Mac Restart standard menu.

Further, when you select to have Mac Restart working as a background application, the status menu will be the only main way to interact with the application.

At any time you can revert back Mac Restart to a standard desktop app using the specific command from the status menu and hiding the Mac Restart status menu.

From the preferences you can decide to start Mac Restart with the status menu enabled or, in case you decide to launch Mac Restart as a background application, the status menu will be enabled by default.



Background application

In addition to the standard desktop mode Mac Restart can work also as a background application.

When in background mode the application has not icon in the dock nor a menu in the standard Mac menu.

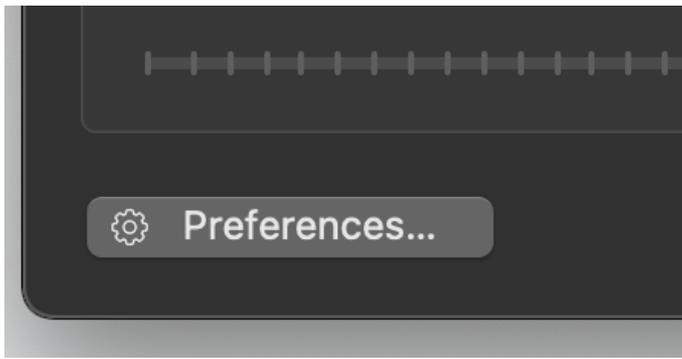
It has always on it's status menu icon in the right part of the menu bar, also when you are working with other application or you are in the Finder managing your files

Dark Appearance Mode

This application is also fully compatible with Dark Appearance Mode available on macOS from macOS 10.14 Mojave and successive.

Preferences

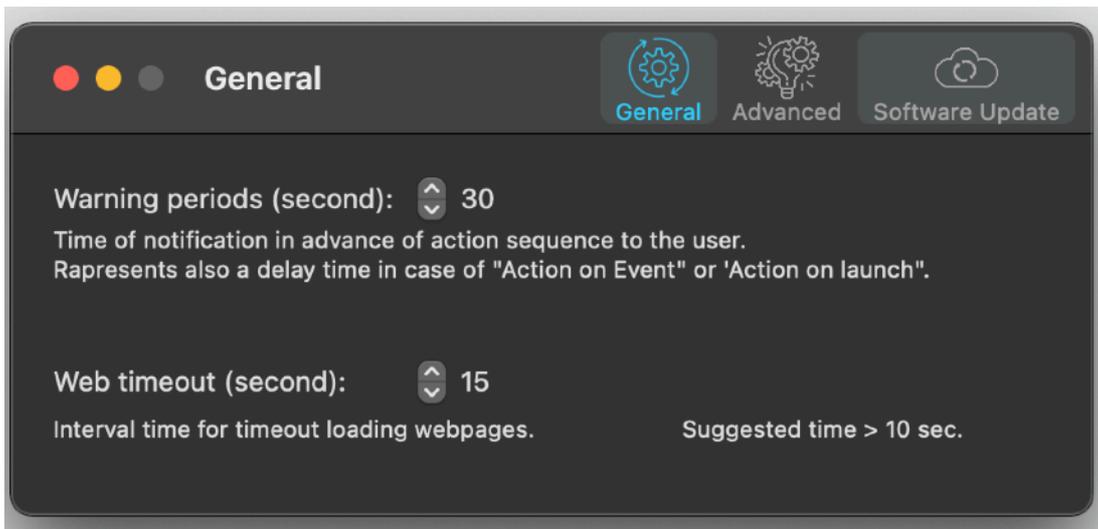
To access preferences select 'Preferences' from the 'Mac Restart' menu or click the preferences button in the window



General

General preferences allows to:

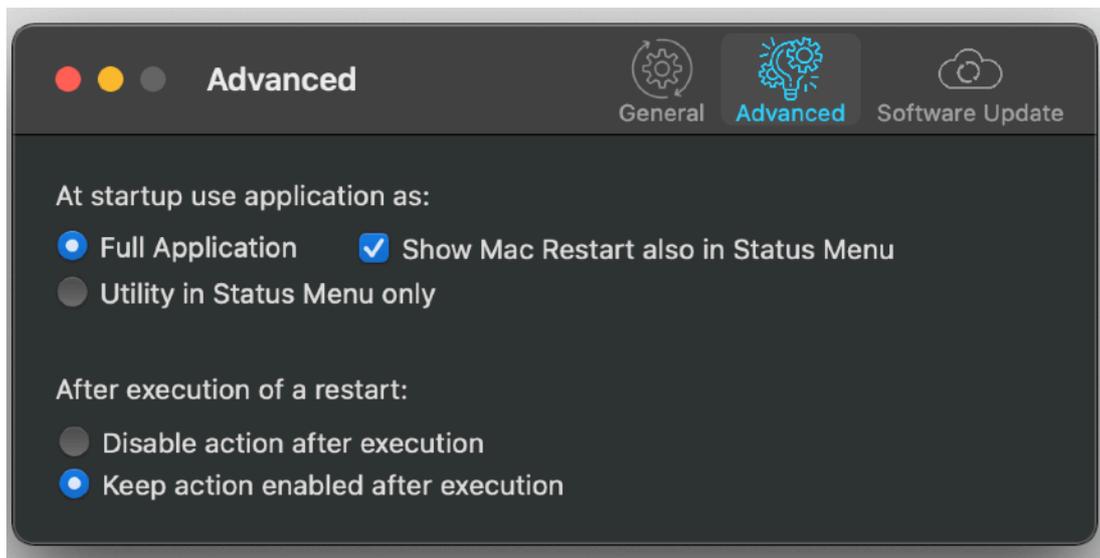
- Specify the period interval before the action, used to display the warning and eventually interrupt the sequence
- Web timeout, the time used to try to contact a web page before stopping to try to contact the web page



Advanced

The advanced panel let you specify the startup behaviour of the application, as a full desktop application with menu and icon in the dock or a background application with just a status menu.

In case of use as desktop full application you can decide to still use a status menu with is useful because it gives you a way to control Mac restart also when in background.

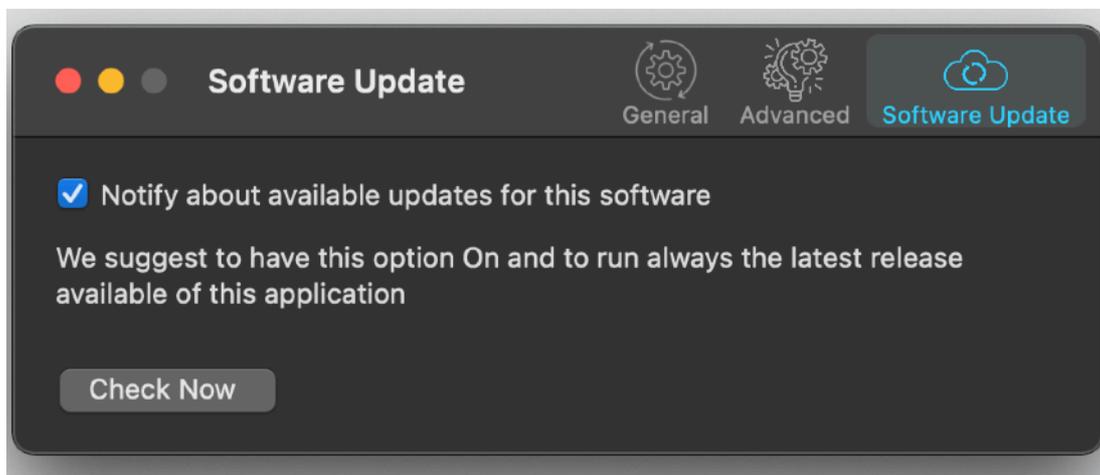


The advanced panel let you specify also what to do after executing a command

If you select 'Disable action after execution' you need to re-enable it manually
If you select 'Keep action enabled after execution', the command will be always enabled until you disable it manually

Update

Mac Restart can inform you if an update is available.
If enabled, the application will check no more then once a day.



If you download the upgrade, you need to install it.
A common error is to download an upgrade and install it maintaining the old application somewhere on the hard disk.
Then using to open the documents sometime the old application and sometime the new one. This cause some problems*. To avoid it simply install your application in the place dedicated to it, the Application folder. When you install an update on the standard Application folder, the system will ask if you want to replace the old one with the new, answering yes will install the new one replacing the old.

*If the application says the document you are trying to open was created with a newer version of the application, probably you have two different release of the application on your Hard Disk and you are trying to open a document with the older version after having modified the document with the new one. When you receive a similar message open the about box inside the application and see if you are running the last release. In case download it, install it and USE it!

Help

Mac Restart provides a standard help menu
Under the help menu use the 'Web Site' command to access our site a download the very last version of Mac Restart and other software for Mac we make.

Support

You can also obtain support using the 'Email Support' command. An email will be prepared using your email client with the correct address to send to.
Yes, we answer to your emails.

Mac Restart is a Commercial Program

If download from our site or on the web elsewhere, you can use our software unlicensed and restricted for a test period of 10 days
After that you are required to buy a license to fully enable it and be legally authorized to continue to use our software

Mac Restart is not in the App Store.
We, Tension Software, are one of the company in the world with more apps on the Apple App Store and are happy to provide our apps also on the App Store.
At the moment (2016) Mac Restart can't be sold on the App Store because the App Store doesn't allows to sell application that allows to interact at low level with the operative system with privilege escalation, plus any app on the App Store has to be 'sandboxed' and that will prevent Mac Restart to properly work, considering it's special use.

So, a new app that can restart your Mac can't be sold on the App Store.
This is the reason we offer it only via our sites.
For your security Mac Restart is digitally signed and verified for Apple Gatekeeper.
For additional security the technology used to run the helper tool won't run on MacOS if not correctly digitally signed.

Licensing Mac Restart

you can buy a license to use our software using the 'Buy License' command in the 'License' dialog.
You will open in your browser our license web page on our web site
From there you can buy a license to use Mac Restart using one of the payment service we provide. It easy, fast, and secure and all most important form of payment are accepted.

We carefully selected our international reseller to be sure the buying experience for our customer will be as best as possible and without any problems.

After purchase you will receive from Tension Software a license email containing your full name and a license code

Open the License dialog with the command 'license' under the 'Mac Restart' menu and insert these data in the License dialog. The software will become fully licensed and fully enabled for future use.

Name and license code are remembered by the program and don't need to be re-inserted at successive launch.

In case you move on a new Mac you need to re-insert your name and license

The license is valid for a single Macintosh. You can purchase for two Mac as long as they are not used at the same time, as example a desktop and a laptop used by the same user.

About Tension Software and Ecleti

All the software asset by Tension Software is now under Ecleti

New company name but still the same owner and main developer (Roberto Panetta)

So for the users nothing changes. We provide the same software and the services.

All the user licenses are valid and assistance is provided as before to all our users.