

Mac OSX Support Essentials

(3 days)

Introduction

Mac OSX Support Essentials is a three-day, practical hands-on course that provides an intense and in-depth exploration of troubleshooting on Mac OSX. This Apple authorised course is designed to give you a tour of the breadth of functionality of OSX and provide the best methods of troubleshooting any issues that arise.

This course is for help desk specialists, technical co-ordinators, service technicians and others who support Mac OSX customers and users. This includes IT and helpdesk personnel in creative or publishing environments and technical personnel or power users who manage networks of OSX systems for their organisation.

By passing the Mac OSX Support Essentials exam (9LO-401) either at Media Training at the end of the course or at your nearest Prometric testing centre, you are granted the Apple Certified Help Desk Specialist certification. Please call if you require further details.

Course Outline

INTRODUCTION

Overview of topics covered during the course and the certification process

INSTALLATION

Mac OSX installation process
Common user issues
Troubleshooting techniques regarding installation

USER ACCOUNTS

Creating user accounts
Multiple users on OSX
Troubleshooting common account problems

FILE SYSTEMS

The Mac OSX file system
Formatting disk drives
The file system layout
File management in OSX

PERMISSIONS

The user and group permissions model as applied in OSX

APPLICATION ENVIRONMENTS

The differences between native, BSD, Java and Classic applications running on OSX

COMMAND LINE INTERFACE

Using the Terminal application
Using BSD commands to accomplish simple administration tasks

NETWORK CONFIGURATION AND TROUBLESHOOTING

How to configure Mac OSX workstations to access network-based services
Using the Network Utility tool to determine if the cause of a problem is on the workstation or on the network when a system is unable to access network services

ACCESSING NETWORK SERVICES

Using OSX to access network services
Mail and web servers
Directory based services
Understanding common issues when accessing networking services

PROVIDING NETWORK SERVICES

Using OSX to provide network services

Sharing files using AFP, SMB, FTP and HTTP

Securing services using the Mac OS X firewall

PERIPHERALS

How peripherals are supported in OSX

Using USB, FireWire and Bluetooth buses

PRINTING

Configuring and troubleshooting printing in OSX

STARTUP SEQUENCE

Troubleshooting the different stages of the OSX startup sequence

TROUBLESHOOTING

Using the troubleshooting flowchart Resources and practices to troubleshoot workstation problems

EXERCISE: using the skills learned during the course to troubleshooting specific equipment requirements on a computer 'broken' by the instructor

QUESTIONS AND ANSWERS



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