

Mac OSX for Technical Professionals

(1 day)

Introduction

This is a one day preliminary course for those new to Mac OSX who need to prepare for the Mac OSX Support Essentials course or other technical training Mac OSX training courses. The course focuses on getting to know the foundations of OSX and includes efficient window and application management, customising OSX and an introduction to command-line administration. The course also includes a step-by-step troubleshooting guide and efficient use of troubleshooting tools. This is an Apple Authorised training course for IT and support personnel new to Mac OSX.

Course Outline

INTRODUCTION

OSX ESSENTIALS

How OSX differs from the previous Mac OS
Customising system-wide preferences
Customising user preferences
How common applications integrate with each other
Managing multiple applications
Managing multiple windows within applications
Switching startup disks
Installing applications from disk images
Using the OSX Help system

WORKING WITH MULTIPLE USERS

Setting up user accounts
Setting up restricted access

TROUBLESHOOTING TECHNIQUES

Approaches to problem-solving
The process of elimination
Troubleshooting printing problems

NETWORKING ISSUES

Understanding file sharing
Command-line administration
Installing printer drivers
Getting online

WORKING WITH FONTS

Different types of fonts
Installing fonts in OSX

RECOVERING LOST INFORMATION

Using Norton Utilities and OSX
Retrieving information
Intercepting viruses
Firewall issues

GOOD HOUSEKEEPING

Purging memory
Good housekeeping practice

QUESTIONS AND ANSWERS

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