



Mac OS X Support Essentials v10.4

Support your Mac OS X customers.

What You Will Learn

- The troubleshooting process and how to become more efficient with available tools and resources
- Mac OS X v10.4 features in depth, including how to find additional information
- How to prepare for Apple Certified Help Desk Specialist certification

Course Description

Mac OS X Support Essentials is a three-day, hands-on course that provides an intensive and in-depth exploration of troubleshooting on Mac OS X. This course is designed to give you a tour of the breadth of functionality of Mac OS X and the best methods for effectively supporting users of Mac OS X systems. The course is a combination of lectures and hands-on case study exercises that provide practical real-world experience.

Who Should Attend?

This class is for help desk specialists, technical coordinators, service technicians, and others who support Mac OS X customers. This audience could include technical support personnel in businesses that use Mac OS X systems for general productivity or creative design, service technicians who support Mac OS X customers, and technical coordinators or power users who manage networks of Mac OS X systems for their organization—such as teachers and technology specialists who manage classroom networks or computer labs.

Certification

Demonstrate your knowledge by taking the Mac OS X Support Essentials v10.4 exam (9L0-401)—US\$150.

The exam covers a practical knowledge of the features of Mac OS X v10.4 and the basics of managing Mac OS X client systems running Mac OS X v10.4. For specific exam objectives, see the Skills Assessment Guide for the Mac OS X Support Essentials v10.4 exam (available when the exam is released in late May 2005). The Apple Certified Help Desk Specialist (ACHDS) v10.4 certification is granted on successful completion of this exam.

To register for the exam, call Prometric toll-free at 888-APL-EXAM (888-275-3926) or register online at 2test.com. You are required to have an Apple Tech ID number before registering for any Apple exam. You can apply for a Tech ID by following the instructions at certifications.apple.com.

Fact Sheet

MacOS 101

Mac OS X Support Essentials v10.4

To Register

To register for an Apple Training course, please visit train.apple.com or call 800-848-6398 in the US and Canada. To schedule an onsite course at your organization's location, please call 800-848-6398 or email abouttraining@apple.com.

Apple Training Center Course
 Order number D3427Z/A

Onsite Course
 Order number D3425Z/A

Coordinated Onsite Course
 Order number D3426Z/A

Prerequisites

Students should have the following prerequisite knowledge prior to attending the course:

- Basic Mac OS X knowledge
- Basic troubleshooting experience

Course Outline

| Topic | Description |
|--------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Chapter 1 Introduction | Overview of topics covered in the course, and a summary of the certification program. |
| Chapter 2 Installation | Mac OS X installation process and common user issues and troubleshooting techniques regarding installation. |
| Chapter 3 User Accounts | Creating user accounts for multiple users on Mac OS X and troubleshooting common account problems. |
| Chapter 4 File Systems | The Mac OS X file system, including formatting of disk drives, the file system layout, and how files are managed on Mac OS X. |
| Chapter 5 Permissions | The user and group permissions model as applied in Mac OS X. |
| Chapter 6 Application Environments | The differences among native, BSD, Java, and Classic applications running on Mac OS X. |
| Chapter 7 Command-Line Interface | Using the Terminal application to run BSD commands to accomplish simple administration tasks. |
| Chapter 8 Network Configuration and Troubleshooting | Configuring Mac OS X workstations for networking, and troubleshooting common networking issues. |
| Chapter 9 Accessing Network Services | Using Mac OS X to access network services, including file, mail, and web servers, as well as basic directory services. Understanding common issues when accessing networking services. |
| Chapter 10 Providing Network Services | Using Mac OS X to provide network services. Sharing files using AFP, SMB, FTP, and HTTP. Securing services using the Mac OS X firewall. |
| Chapter 11 Peripherals | How peripherals are supported in Mac OS X, with an emphasis on USB, FireWire, and Bluetooth buses. |
| Chapter 12 Printing | Configuring and troubleshooting printing on Mac OS X. |
| Chapter 13 Startup Sequence | Troubleshooting the different stages of the Mac OS X startup sequence. |
| Chapter 14 Troubleshooting | Using the troubleshooting flowchart and the various resources and practices to troubleshoot workstation problems. Using the skills learned in the course to troubleshoot specific equipment requirements on a computer "broken" by the instructor. |

For More Information

Please visit www.apple.com/training or call 800-848-6398 in the US and Canada for more information about all Apple Training courses and certification programs.