



## Mac OS X Support Essentials

### Introduction:

Mac OS X Support Essentials explores troubleshooting on Mac OS X, and covers the functionality of Mac OS X and the best methods for effectively supporting users of Mac OS X systems.

### Learning Outcomes:

At the completion of this course participants will understand:

- The troubleshooting process and how to become more efficient with available tools and resources
- Mac OS X features in depth, including how to find additional information

### Course Content:

- Mac OS X Installation
- User Accounts
- Command Line & Automation
- File Systems
- File Management
- Applications
- Network Configuration
- Network Services
- Working with Peripheral Devices
- The Startup Process

### Target Audience:

This course is designed for Helpdesk specialists, technical coordinators, service technicians, technical support personnel, and others who support Mac users. Also for power users who manage networks of computers running Mac OS X

### Duration:

3 Days

### Courseware:

High quality learning materials are available for purchase by participants.

Participants will also be presented with a certificate of achievement upon completion of the course.

## Computer Training Options

Sydney • Melbourne • Brisbane • Gold Coast • Canberra • Adelaide • Perth • Darwin • Hobart  
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## Mac OS X Support Essentials

### **Installation**

Prepare and partition the drive, install Mac OS X  
Use the installer log files to verify a successful installation  
Configure Mac OS X with the Setup Assistant  
Update software with Software Update and Installer  
Tips and techniques for troubleshooting an installation problem

### **User Accounts**

Create and manage user accounts  
Create and manage administrator accounts  
Locate directory attributes, security, password selection, Keychain, and FileVault

### **Command Line & Automation**

Command line essentials including navigation and file manipulation.  
Basic scripting and automation using the shell, Automator and Applescript

### **File Systems**

File systems supported by Mac OS X  
File and directory ownership and permissions  
Disk Utility and file repair  
Using the command line for file management

### **File Management**

The root volume, file system layout, preferences, frameworks, file types unique to Mac OS X (i.e., resource forks and packages), Spotlight, file archives, disk images. archiving and restoring data with Time Machine, Managing backup data  
How to access the data outside of Time Machine

### **Applications**

Applications supported in Mac OS X  
Applications created with different developer APIs  
The UNIX concept of a process  
The relationship of processes and applications  
Tools for monitoring and managing processes  
Application preferences, troubleshooting, Boot Camp

### **Network Configuration**

Basic networking configuration, TCP/IP networking, Ethernet, AirPort, multiple network connections, appropriate use of network locations, isolating and troubleshooting network elements

### **Network Services**

Connecting to common network resources, Network Users accounts with Directory Services, AFP, SMB, SSH, FTP, and WebDAV connections, Bonjour, NetBIOS, the network browser, isolating client software issues from network issues  
Enabling network services on a Mac OS X client, peer-to-peer collaboration, sharing files between Macs and Windows, sharing web documents, screen sharing, firewall as well as techniques to isolate server issues from client and network issues

### **Peripherals**

Connecting peripherals to a Mac, cabling, connections, device drivers for common peripherals, managing printers, print-job management, printer PPDs and PDF workflow  
Techniques for isolating cabling, driver, or application issues

### **Startup Process**

Troubleshooting boot issues with a Mac at startup  
Phases of the startup process, Which part of the system is active during each phase  
Issues that can arise  
Automatic process launching with launchd and login window startup items

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