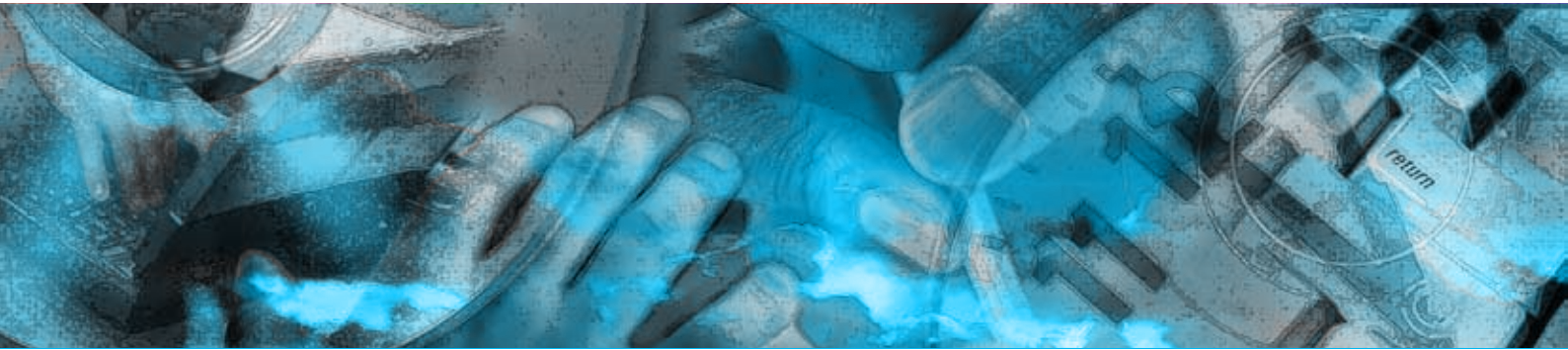


# MAC OS X ADMIN ESSENTIALS



## COURSE OVERVIEW

Mac OS X Admin Essentials is a three-day, hands-on course that provides an intensive and in-depth exploration of troubleshooting on Mac OSX. 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. After taking this course, students may be certified as an Apple Certified Help Desk Specialist at any Prometrics test center.

## 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.

## PRE-REQUISITES

Participants attending this class should have basic Mac OS X knowledge, or have attended the Mac OS X Basics course.

## DURATION

3 Days

## TIME

9.00 am - 5.00 pm

## FEES

RM980

## LOCATION

TS Training Centre

## COURSE LEADER

Ahmad Shaharuddin Amin Sahar was System Engineer for Apple Malaysia from 1999 to 2005. He has been in the IT industry since 1993, and has worked for companies such as Informatics and Telekom Malaysia prior to joining Apple. He has been using Macs since 1989. He holds a degree in Computer Science from USM and is an Apple Certified Technical Coordinator. He maintains a personal website at <http://homepage.mac.com/shah/>.

# Course Outline

## 1. INTRODUCTION

Overview of topics covered in the course, and a summary of the certification program.

## 2. INSTALLATION

Mac OS X installation process and common user issues and troubleshooting techniques regarding installation.

## 3. USER ACCOUNTS

Creating user accounts for multiple users on Mac OS X and troubleshooting common account problems.

## 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.

## 5. PERMISSIONS

The user and group permissions model as applied in Mac OS X.

## 6. APPLICATION ENVIRONMENTS

The differences among native, BSD, Java, and Classic applications running on Mac OS X.

## 7. COMMAND-LINE INTERFACE

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

## 8. NETWORK CONFIGURATION AND TROUBLESHOOTING

Configuring Mac OS X workstations for networking, as well as basic directory issues.

## 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.

## 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.

## 11. PERIPHERALS

How peripherals are supported in Mac OS X, with an emphasis on USB, FireWire, and Bluetooth buses.

## 12. PRINTING

Configuring and troubleshooting printing on Mac OS X.

## 13. STARTUP SEQUENCE

Troubleshooting the different stages of the Mac OS X startup sequence.

## 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.