



# Mac OS X Support Essentials (Leopard 101)

## Course Overview

Mac OS X Support Essentials is a three-day, hands-on course that provides an 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

Help desk specialists, technical coordinators, service technicians  
Technical coordinators or power users who manage networks of computers running Mac OS X

**Duration:** 3 days  
**Time:** 9.00am - 6.00pm

## Course Outline

### Chapter 1 - 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

### Chapter 2 - User Accounts

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

### Chapter 3 - 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

### Chapter 4 - 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

### Chapter 5 - 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 to monitoring and managing processes, application preferences, troubleshooting, Boot Camp

### Chapter 6 - Network Configuration

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

### Chapter 7 - Accessing 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

### Chapter 8 - Providing Network Services

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

### Chapter 9 - 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

### Chapter 10 - 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