



Mac OSX: Support Essentials 10.5 *

This hands-on course provides an intense and in-depth exploration of trouble-shooting on Mac OSX. It is aimed at Help desk specialists, Technical co-ordinators, Service technicians and those who support Mac OSX.

Skills needed before the course

A working knowledge of Mac OSX and trouble-shooting experience.

Recommended duration

Three days.

*** This is a certified course**

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- Overview of topics covered in the course and the certification process
 - Set-up stand-alone Mac OSX workstations
 - Create user accounts so that multiple users can share a workstation, each user having a personal account and workspace
 - Mount and use the Mac OSX supported local volume formats
 - Use Disk Utility to manage and maintain your storage devices
 - Learn about the root volume, file system layout and file types unique to OS X
 - Use Time Machine to archive and restore data, and how to access the data outside of time Machine
 - Support Applications in OS X, and learn how to use Boot Camp
 - Using the Terminal application, use BSD commands to accomplish simple administration tasks
 - Configure Mac OSX workstations to access network-based services
 - Use the Network Utility tool to determine if the cause of the problem is on the workstation or on the network when a system is unable to access network services
 - Connect to and use the Mac OSX supported network services
 - Configure Mac OSX workstations to share files using AFP, SMB, FTP and HTTP
 - Identify and correctly attach USB, Bluetooth and FireWire peripherals
 - Connect USB and network printers so that local and remote Mac OSX systems can print to them
 - Identify the Mac OSX start-up process, from the time you power on to when the user's desktop appears
 - Topics such as Kernel loading, Kernel extensions and Start-up items are covered
 - Using the trouble-shooting flowchart, review the various resources and practices to trouble-shoot workstation problems
 - Using the skills learned in the course, trouble-shoot specific equipment requirements on a computer "broken" by the instructor

Rates include lunch, free pre-training analysis and post-training support. Group courses have manuals included. For more information contact the training department on 020 7222 8484.