



Snow 101: Mac OS X Support Essentials

Mac OS 10.6 Course

\$1500

three-day hands-on course

9am-5pm

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, and others who support Mac users. Technical support personnel in businesses that use Macs for general productivity or creative design. Technical coordinators or power users who manage networks of computers running Mac OS X — such as teachers and technology specialists who manage classroom networks or computer labs.

certification

Demonstrate your knowledge of managing and troubleshooting computers running Mac OS X v10.6. The Apple Certified Support Professional (ACSP) 10.6 certification is granted on successful completion of the Mac OS X Support Essentials v10.6 exam (not included in course).

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topics

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.

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topics page 2

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.

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