



Mac OS X Help Desk Essentials

Support your Mac OS X customers.

Key Features

- In-depth presentations of Mac OS X v10.3 features, including tips for troubleshooting, finding additional information, and performing common troubleshooting tasks
- Hands-on exercises to reinforce learning and the opportunity to practice
- Preparation for the Apple Certified Help Desk Specialist exam

What You Will Learn

- How to become more efficient with troubleshooting tools
- About the troubleshooting process
How Mac OS X works

Course Description

Mac OS X Help Desk Essentials is a three-day, hands-on course that provides an intense and 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 troubleshooting issues that arise.

Who Should Attend?

This class is for help desk specialists, technical coordinators, service technicians, and others who support Mac OS X customers. This could include help desk 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 a classroom network or computer labs.

Fact Sheet

Mac OS X Help Desk Essentials

Prerequisites

Students should have the following prerequisite knowledge prior to attending the course:

- Basic Mac OS X knowledge
- Basic troubleshooting experience

Recommended Next Steps

Demonstrate your knowledge by taking the Mac OS X Help Desk Essentials v10.3 exam (9L0-400)—US\$150.

The exam covers a practical knowledge of the features of Mac OS X v10.3 and the basics of managing Mac OS X client systems running Mac OS X v10.3. For specific exam objectives, see the Skills Assessment Guide for the Mac OS X Help Desk Essentials v10.3 exam.

The ACHDS v10.3 certification is granted upon successful completion of this exam.

To Register

To register for an Apple Training course, please visit training.apple.com or call 800-848-6398. To schedule an onsite course at your organization's location, please call 800-848-6398 or email abouttraining@apple.com.

Apple Training Center

Order number D2713Z/A

Onsite course

Order number D2714Z/A

Coordinate onsite

Order number D2715Z/A

Course Outline

Topic	Description
Chapter 1 Introduction	Overview of topics covered in the course and the certification process.
Chapter 2 Installation	Set up stand-alone Mac OS X workstations.
Chapter 3 Users and Permissions	Create user accounts so that multiple users can share a workstation, each user having a personal account and workspace.
Chapter 4 File Systems	Mount and use the Mac OS–supported local volume formats. Use Disk Utility to manage and maintain your storage devices.
Chapter 5 Application Environments	Run native, Classic, and Java applications on Mac OS X.
Chapter 6 Command-Line Interface	Using the Terminal application, use BSD commands to accomplish simple administration tasks.
Chapter 7 Network Configuration and Troubleshooting	Configure Mac OS X 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.
Chapter 8 Accessing Network Services	Connect to and use the Mac OS–supported network services.
Chapter 9 File and Internet Sharing	Configure Mac OS X workstations to share files using AFP, SMB, FTP, and HTTP.
Chapter 10 Peripherals	Identify and correctly attach USB, Bluetooth, and FireWire peripherals.
Chapter 11 Printing	Connect USB and network printers so that local and remote Mac OS X systems can print to them.
Chapter 12 Startup Sequence	Identify the Mac OS X startup process, from the time you power on to when the user's desktop appears. Topics such as kernel loading, kernel extensions, and startup items are covered.
Chapter 13 Troubleshooting	Using the troubleshooting flowchart, review the various resources and practices to troubleshoot workstation problems.
Chapter 14 Challenge: Applying What You Have Learned	Using the skills learned in the course, troubleshoot specific equipment requirements on a computer "broken" by the instructor.

For More Information

Please visit www.apple.com/training or call 800-848-6398 for more information about all Apple Training courses and certification programs.