



Mac OS X Help Desk Essentials v10.3 Exam Skills Assessment Guide

The Mac OS X Help Desk Essentials v10.3 Exam (Prometric exam no. 9L0-400) is a computer-based test offered at Authorized Prometric Testing Centers.

The exam is the only required exam in the Apple Certified Help Desk Specialist (ACHDS) 10.3 track. You must pass this exam to become an ACHDS.

The exam lasts 2 hours and consists of 83 multiple-choice questions that are based on the knowledge-area objectives listed in this guide. The score required to pass is 65 percent (54 items out of 83). Eight demographic questions are presented but are not scored.

To prepare for the exam, read through the objectives in this guide to determine which areas you need to review. You will not have access to any resources or references during the exam. Please note that the exam is based on Mac OS X version 10.3.

The number of test questions presented in each knowledge area is shown in parentheses. Please note that although this guide divides the objectives into 12 knowledge areas, questions are presented randomly during the exam. Also note that UNIX commands and processes are shown in `monospace` in the exam and in this guide.

Installation (4 items)

- Identify how to:
 - Ensure that a specific computer meets the minimum requirements to run Mac OS X.
 - Perform an erase, update, or archive installation of Mac OS X on either a single- or multiple-partition hard drive.
 - Use Setup Assistant to configure Mac OS X on a computer so that the computer is capable of running Mac OS X applications.
 - Use Software Update to locate, download, install, and troubleshoot any available software updates from Apple.
 - Perform quick fixes to troubleshoot an installation problem.

Users and Permissions (9 items)

- Identify the different types of accounts and the differences between them.
- Describe how to:
 - Use System Preferences to create, manage, and delete local user accounts.
 - Reset user account passwords with System Preferences, the Mac OS X Install Disc 1, or the Master Password feature.

- Manage access to applications and data files by storing them in specific folders created by Mac OS X, by setting file and folder permissions, or by using FileVault.
- Troubleshoot user and permissions issues.

File Systems (12 items)

- Identify how to:
 - Store applications and data files on the computer so that they are accessible to all the computer users or only to individual users.
 - Use features of the Finder, such as CD burning, matching file types with applications, and Secure Empty Trash.
 - Use Disk Utility for a variety of disk- and file-system-related tasks.
 - Use System Profiler to identify what storage devices are connected, how many partitions each storage device has, and the size of each partition.
 - Manage existing disk images.
- Describe:
 - The typical resource search paths for applications and identify resources that only the system can access and those that the user can access (including fonts).
 - The behavioral implications of the Finder and command-line tools on a case-sensitive and a case-insensitive file system.
 - The different software RAID configurations supported by Mac OS X and how to configure two hard drives to use RAID 0 or 1.
 - The advantages of journaling.
 - The benefits of backing up personal data and two methods for backing up personal data.
- Identify critical data for personal backups.
- Define a forked file and a file system bundle and describe how to access the contents of a bundle

Application Environments (6 items)

- Identify how to:
 - Install, run, and troubleshoot native Mac OS X applications.
 - Configure the Classic environment to run Mac OS 9 applications on a Mac OS X-based computer.
 - Use the Classic pane of System Preferences to identify what Mac OS 9 applications are running.
 - Install and run Java applets and JNLP applications.
 - Use Activity Monitor to monitor applications' use of memory and the processor.

Command-Line Interface (9 items)

- Identify:
 - Reasons to use a command-line interface and ways to access the command-line interface.
 - The syntax of common commands entered on the command line.
- Describe how to:
 - Use the online manual to determine the syntax and sample usage for a command.

- Run commands to view hidden files and directories and to manipulate files and file attributes.
- Execute commands as System Administrator.

Network Configuration and Troubleshooting (10 items)

- Describe basic networking concepts and terms.
- Identify how to:
 - Use Network Setup Assistant and Network System Preferences to configure Mac OS X to receive an IP address from a DHCP server, communicate with other computers on the same network, and access network services.
 - Use Internet Connect to connect a Mac OS X–based computer to connect to remote networks over PPP, PPPoE, or VPN.
 - Use Network Utility and Network System Preferences to troubleshoot networking issues.

Accessing Network Services (11 items)

- Describe how:
 - Service discovery is implemented in Mac OS X.
 - Mac OS X v10.3 deals with authorization and authentication.
- Identify how to:
 - Configure Mac OS X using Directory Access to access network services via AppleTalk, SMB, SLP, NetInfo, and Rendezvous.
 - Use the Finder to mount remote AFP, SMB, FTP, and WebDAV volumes so that files can be transferred between the local system and the server volume.
 - Configure Mac OS X clients to bind to Network Directory hosted on Mac OS X Server.
 - Use System Preferences to automatically mount a designated shared volume upon login.
 - Use Directory Access to configure Mac OS X to authenticate users using an LDAP or Active Directory server.
 - Troubleshoot a Mac OS X–based computer that is not able to access a directory service parent.
 - Configure Mac OS X to use single sign-on for network services.
 - Troubleshoot single sign-on issues by verifying the kerberos ticket.

File and Internet Sharing (5 items)

- Identify how to:
 - Use the Network and Sharing panes in System Preferences to configure a Mac OS X–based computer so that remote clients can locate the workstation's shared volumes via AppleTalk and IP.
 - Use Sharing System Preferences to enable file sharing, web sharing, FTP services, and sharing Internet connections.
 - Enable file sharing on Mac OS X over AFP.
 - Locate the files that correspond with the computer's main website, as well as the user's website.

- Turn on the firewall in Sharing System Preferences so that access through IP ports for inactive services is blocked.
- Enable remote connections via ssh.
- Perform quick fixes to file-sharing issues.

Peripherals (4 items)

- Identify how to:
 - Use System Profiler to identify what USB and FireWire devices are connected to and recognized by the system.
 - Connect a USB or FireWire imaging device, such as a camera, to a Mac OS X–based computer and transfer images from the device to the computer.
 - Use System Profiler to identify what storage devices are connected, how many partitions each storage device has, and the size of each partition.
 - Use the Bluetooth pane in System Preferences and the Bluetooth File Exchange utility to transfer files between two Bluetooth-enabled systems.
 - Perform basic configuration and troubleshooting of peripherals.

Printing (5 items)

- Identify how to:
 - Connect a local printer so that it is recognized by the Printer Setup Utility and applications can print to it.
 - Use Printer Setup Utility to add a network printer or print server so that applications on the computer can print to it.
 - Use Printer Setup Utility to troubleshoot printing issues, including printer sharing.
 - Use System Preferences to configure Mac OS X to receive faxes and allow others to send faxes through your computer.
 - Use the standard print dialog to send a fax from Mac OS X.
 - Configure a printer connected to a computer running Mac OS X so that it is shared for Windows computers.
 - Install and troubleshoot a PDF workflow solution.
 - Print a Postscript file to a raster printer.
 - Configure printing under Classic.
 - Print and manage print jobs from the command line.
- Describe the print flow.

Startup Sequence (4 items)

- Identify:
 - The different processes that run at system startup.
 - The location of important files and scripts used by the startup sequence.
 - The different stages of the startup sequence and their corresponding visual or auditory cues.
 - How to troubleshoot startup issues, including startup items and login items.

Troubleshooting (4 items)

- Describe how to:
 - Gather information about a computer problem and verify the problem.
 - Use online tools such as AppleCare Knowledge Base and Apple Help to research a problem and its potential solution.
 - Use the Apple General Troubleshooting Flowchart to troubleshoot Mac OS X issues.
 - Troubleshoot top Mac OS X issues.
 - Perform a Knowledge Base search to identify known issues with a given system.
- Describe:
 - Apple-provided and third-party resources for troubleshooting.
 - The difference between quick fixes and other types of fixes.

To Register

To register for an Apple Training course, please visit www.apple.com/training 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.

You are required to have an Apple Tech ID number before registering for an exam. You can apply for a Tech ID by following the instructions at certifications.apple.com. Then, to register for an exam, call Prometric toll-free at 888-APL-EXAM (888-275-3926) or register online at 2test.com.

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.