Training and Certification

Lion 101
OS X Support Essentials 10.7

OS X Lion Support Essentials is a three-day, hands-on course that provides an in-depth exploration of troubleshooting on OS X Lion. This course is designed to give you a tour of the breadth of functionality of OS X Lion and the best methods for effectively supporting users of OS X Lion 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

- Technical coordinators or power users who manage networks of computers running OS X — such as teachers and technology specialists who manage networks or computer labs

What You Will Learn

- The troubleshooting process and how to become more efficient with available tools and resources

- OS X 10. Lion features in depth, including how to find additional information

- How to prepare for Apple Certified Support Professional certification

Prerequisites

- Knowledge of OS X and basic computer navigation

Course Outline

Day 1

Chapter 1: Installation

Prepare and partition the drive, install OS X Lion, use the installer log files to verify a successful installation, configure OS X Lion 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 OS X Lion, file and directory ownership and permissions, Disk Utility and file repair, using the command line for file management.

Day 2

Chapter 4: Data Management

The root volume, file system layout, preferences, frameworks, file types unique to OS X Lion (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 and Processes

Applications supported in OS X Lion, 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.

Day 3

Chapter 7: 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.

Enabling network services on a OS X Lion 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 8: Peripherals and Printing

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 9: System Startup

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.

Certification Exam

Students can take the OS X Support Essentials 10.7 Exam to earn Apple Certified Support Professional (ACSP) 10.7 certification.

How to Register

Check the course schedule for a list of courses available for registration at Apple Authorized Training Centers worldwide.

Build Credibility. Get Certified.

Demonstrate your knowledge by passing the OS X Support Essentials 10.7 exam and earning Apple Certified Support Professional (ACSP) 10.7 certification.

Learning Options

The book for this course is OS X Lion Support Essentials: Supporting and Troubleshooting OS X Lion by Kevin M. White. Save 30% by using coupon code PP-APL-DISC.