



Supporting Mac OS X v10.4 for Windows Administrators

Take your system administration skills to the next level.
Take them to the Mac.

What You Will Learn

- To perform fundamental Mac OS X operations such as logging in, using the Finder, and opening applications and files
- How to configure Mac OS X computers for networking access and to provide network services
- How to use the Terminal application to run BSD commands to accomplish simple administration tasks
- How to perform ongoing maintenance tasks including monitoring workstations, backing up systems, and using images to deploy systems

Course Description

This three-day course is specifically geared toward system administrators and IT professionals who come from a Windows environment and need to gain the skills and knowledge to support Mac OS X. The course relates Mac OS X support tasks to those activities commonly performed on Windows systems. The first half of the first day provides an introduction to the Mac OS interface to familiarize students with basic Mac OS X features. Students also gain experience in performing ongoing maintenance, monitoring and troubleshooting of Mac OS X.

As part of the course, students receive the self-paced Learning Center CD to further enhance their knowledge of Mac OS X and iApps. The course is taught through a combination of lecture and hands-on case study exercises, providing students with valuable and practical real-world experience.

Who Should Attend?

This class is for Windows system administrators and other IT professionals who know how to support and administer Windows systems and are tasked with supporting Mac OS X.

Certification

Although all exam objectives are not covered during this three-day class, the course materials provided can be used to help prepare for the exam for Apple Certified Help Desk Specialist (ACHDS) certification—the Mac OS X Support Essentials v10.4 exam (9L0-401)—US\$150.

The exam covers a practical knowledge of the features of Mac OS X v10.4 and the basics of managing Mac OS X client systems running Mac OS X v10.4. For specific exam objectives, see the Skills Assessment Guide for the Mac OS X Support Essentials v10.4 exam. To familiarize yourself with the type of questions asked in the exam, see the Sample Test. The Apple Certified Help Desk Specialist v10.4 certification is granted on successful completion of this exam.

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

Fact Sheet

MacOS 105
Supporting Mac OS X v10.4 for Windows Administrators

To Register

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

Apple Training Center Course
 Order number D3768Z/A

Coordinated Onsite Course
 Order number D3769Z/A

Onsite Course
 Order number D3770Z/A

Prerequisites

There are no prerequisites for this course.

Course Outline

Topic	Description
PART 1	
Introduction to Mac OS X	Through guided activities, learn Mac OS X basics, such as how to customize system-wide preferences and user preferences, basic file system layout, how to use the Mac OS X help system.
PART 2	
Chapter 1 Installation	Mac OS X installation process and common user issues and troubleshooting techniques regarding installation.
Chapter 2 File Systems	The Mac OS X file system, including formatting of disk drives, the file system layout, and how files are managed on Mac OS X.
Chapter 3 User Accounts	Creating user accounts for multiple users on Mac OS X and troubleshooting common account problems.
Chapter 4 Application Environments	The differences among native, BSD, Java, and Classic applications running on Mac OS X.
Chapter 5 Command Line Interface	Using the Terminal application to run BSD commands to accomplish simple administration tasks.
Chapter 6 Network Configuration	Configuring Mac OS X workstations for networking, as well as troubleshoot common networking issues.
Chapter 7 Accessing Network Services	Using Mac OS X to access network services, including file, mail, and web servers, as well as basic directory services. Understanding common issues when accessing network-ing services.
Chapter 8 Providing Network Services	Using Mac OS X to provide network services. Sharing files using AFP, SMB, FTP, and HTTP. Securing services using the Mac OS X firewall.
Chapter 9 Printing	Configuring and troubleshooting printing on Mac OS X.
PART 3	
Chapter 1 Backups	Performing regular backups of Mac OS X systems.
Chapter 2 Deployment	Use system utilities to image and deploy Mac OS X systems.
Chapter 3 Security	Understand how security threats, such as viruses, differ between Windows and Mac OS X and what options are available for increasing system security.

For More Information

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