

Introduction to OS X Admin & Support – 2 day



Course Objectives

This course would be suitable for experienced Mac users who have been charged with administrating a Mac network. Also for PC and IT helpdesk who need to offer support to Mac users. The course covers all common problems and provides strategies for diagnosing complex problems as well as opening up the benefits of the Unix terminal.

Prerequisites

This course assumes that you have gained a basic understanding of Macintosh and computer systems.

Exercises

This course is instructor led, involving the utilisation of examples and exercises in a workshop environment.

Course Content

The Essentials of OS X

- The OS X file structure
- The concept of the Root level
- The System and Root Library
- The Applications Folder
- The Users Folder

System Preferences

- Setting up a user account
- Examining permissions on User files
- Permissions - The wider picture
- Diagnosing permissions problems
- Fixing permissions problems
- Maintaining good permissions practices

Setting up in Single User Mode

- Running FSCK
- What are CRONs?
- Running CRONs and updating prebindings
- Applications to maintain OS X

Resetting Parameter RAM

- RAM and Hard Disk installation
- Replacing the battery
- Resetting the motherboard

Looking at Processes

- Starting and killing processes
- Using Activity Monitor
- Using the Unix terminal to monitor processes

The Netinfo manager

- Setting up the Root user
- Logging in as the Root user

The Unix Terminal

- Moving around the directory structure
- Listing files and Directories
- Removing files and directories
- Using MAN pages
- The hidden Unix environment

Networking

- Connecting Macs using AFP over TCP/IP
- Setting up automount servers on client machines
- Connecting to PC shares using Samba
- Connecting to the Mac from a PC
- Setting up a network printer
- Troubleshooting network issues
- Using the Network utility

Records in the Netinfo Manager

- Changing the user short name
- Replacing a user home directory
- Destroying and resetting the Netinfo Database

Connecting Remotely using terminal and SSH

- Setting sharing options
- Remote Mac maintenance
- Using Remote Desktop

Troubleshooting Font and Quark Issues

- Font locations
- Why font problems occur
- Strategy for solving font problems
- Using Fontbook
- Using Suitcase
- Using FontDoctor
- Fonts and the Classic environment
- Quark workarounds

Course Summary

- Troubleshooting paths using knowledge learned
- Keeping Macs well maintained
- Top Ten help desk issues