


Troubleshooting for OS X - 1 day		
<p>Course Objectives</p> <p>This Mac OS X Troubleshooting course is designed to resolve the more common problems you might experience while installing and running an OS X network and how to develop strategies to both cure and avoid them. You cover how to re-install and update the system, amongst a host of other OS X topics.</p> <p>Prerequisites</p> <p>This course assumes that you have gained a good understanding of Macintosh and computer systems.</p> <p>Exercises</p> <p>This course is instructor led, involving the utilisation of examples and exercises in a workshop environment.</p>	<p>OS X essentials</p> <ul style="list-style-type: none"> • Approaches to problem-solving • The process of elimination • Setting up user accounts • Setting up restricted access <p>OS X operating system</p> <ul style="list-style-type: none"> • How OS X differs from previous Mac OS • Reinstalling the system software • Installing new software • Non-carbonised software • Software updates • Internet Explorer and Mime issues • Switching startup disks • Using Extension Manager in OS 9 • Setting up iBooks for dialup internet access <p>Networking issues</p> <ul style="list-style-type: none"> • Setting up an Ethernet network • Filesharing • Installing printer drivers and troubleshooting printing problems • Resolving internet and dial-up problems <p>Working with fonts</p> <ul style="list-style-type: none"> • Different types of fonts • Installing fonts and using ATM (Adobe Type Manager) <p>Recovering lost information</p> <ul style="list-style-type: none"> • Using Norton Utilities and OS X • Retrieving information • Intercepting viruses <p>Memory issues</p> <ul style="list-style-type: none"> • Installing RAM • How OS X handles memory • External drives, Zip, Jazz etc • Formatting disks and drives <p>Other issues</p> <ul style="list-style-type: none"> • Purging memory • Good housekeeping practice <p>Questions and answers</p>	