



OS X Lion 101: Support Essentials

Our OS X Lion 101 course provides a broad overview of the operating system, giving you a strong foundation for managing Mac® systems and preparing you for the Apple® Certified Support Professional certification exam.

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 Authorized Training Center



Whether you choose the on-site or off-site training program, our OS X Lion 101 class provide hands-on training that prepares your staff for the Mac OS X Support Essentials 10.7 Exam.

Give your staff the foundation for working with Mac systems

OS X Lion Support Essentials is a three-day, hands-on course that provides an in-depth exploration of troubleshooting on Mac OS X® v10.7 Lion.

This course is designed to give you a tour of the breadth of functionality of Mac OS X v10.7 Lion and the best methods for effectively supporting users of Mac OS X v10.7 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 Mac computers.
- ▶ Technical coordinators or power users who manage networks of computers running Mac OS X.

What You Will Learn

- ▶ Effective troubleshooting processes and how to become more efficient with available tools and resources.
- ▶ Mac OS X v10.7 Lion features in-depth, including how to find additional information.
- ▶ How to prepare for Apple Certified Support Professional certification.

Certification Exam

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

Prerequisites

Knowledge of the Mac OS X environment and basic computer navigation.

On-site Classes

For a class at your location, PC Mall Services will provide an Apple Authorized Trainer, all the student materials, and an exam voucher for each attendee (up to 6 students). The trainer will arrive the day before class is scheduled to begin to setup the room, instruct three days of class, and then proctor the certification exam. The customer is responsible for providing a suitable location, one Mac OS X Lion v10.7-compatible system per student, networking, and a projector.

\$9000 for up to six participants

Off-site Classes

If you have a limited number of people who need training, you can send individuals or small groups to our facility in El Segundo, CA, where they can learn and collaborate with students from different companies. Each student will have their own workstation and be provided with the student materials and a voucher for the certification exam, which will be proctored after the classes are finished.

\$1500 per participant

See back for course outline.

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Course Outline

Day 1

Chapter 1: Installation

Prepare and partition the drive, install Mac OS X v10.7 Lion, use the installer log files to verify a successful installation, configure Mac OS X v10.7 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 Mac OS X v10.7 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 Mac OS X v10.7 Lion (e.g., resource forks and packages), Spotlight®, file archives, disk images, archiving and restoring data with Time Machine®, managing backup data, and methods for accessing the data outside of Time Machine.

Chapter 5: Applications and Processes

Applications supported in Mac OS X v10.7 Lion, applications created with different developer APIs, the UNIX concept of a process, the relationship of processes and applications, tools for monitoring and managing processes, application preferences, troubleshooting, and Boot Camp® (for dual-booting into Windows on an Intel-based Mac).

Chapter 6: Network Configuration

Basic networking configuration, TCP/IP networking, Ethernet, Wi-Fi, multiple network connections, appropriate use of network locations, and 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, and isolating client software issues from network issues. Enabling network services on a Mac OS X v10.7 Lion client, peer-to-peer collaboration, sharing files between Mac and Windows computers, sharing web documents, screen sharing, firewall, and techniques to isolate server issues from client and network issues.

Chapter 8: Peripherals and Printing

Connecting peripherals to a Mac, cabling, device drivers for common peripherals, managing printers, print-job management, printer PPDs and PDF workflow, and 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, and automatic process launching with launched and login window startup items.