

Course : Mac OS, maintenance and troubleshooting

Practical course - 3d - 21h00 - Ref. OSX

Price : 2110 CHF E.T.

★★★★☆ 4,4 / 5

This course will give you the skills you need to maintain, diagnose and solve hardware and software problems on computers running the MAC OS X operating system.

Teaching objectives

At the end of the training, the participant will be able to:

- ✓ Know the different system installation methods
- ✓ Identify and solve start-up problems
- ✓ Troubleshooting user accounts
- ✓ Managing backup problems
- ✓ Troubleshooting application problems

Intended audience

System/network technicians. Mac OS X administrators.

Prerequisites

Good knowledge of Mac OS X administration.

Course schedule

1 System installation

- OS X features.
- Prerequisites and their impact on troubleshooting.
- Possible installation methods. OS X installation.

Hands-on work

OS X system installation and configuration.

PARTICIPANTS

System/network technicians. Mac OS X administrators.

PREREQUISITES

Good knowledge of Mac OS X administration.

TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more. Participants also complete a placement test before and after the course to measure the skills they've developed.

2 Getting started

- Analysis of the start-up sequence.
- Link to displayed items to facilitate troubleshooting.
- Identification of abnormal OS X startup symptoms.
- Search for probable causes.

Hands-on work

System start-up fault simulation: identification and resolution.

3 User accounts

- Account types available in OS X.
- Troubleshoot user accounts and authorization problems.
- The right approach.

Hands-on work

Simulation of problems concerning user accounts and permissions: identification and resolution.

4 Time Machine backup tool

- How Time Machine works.
- Configuration, operation and troubleshooting.

Hands-on work

Simulate backup problems. Implementation of troubleshooting techniques.

5 Application problems

- Application types. .plist management.
- Kernel Extensions. Frameworks.

Hands-on work

Troubleshoot an application.

6 Troubleshooting

- Printing and networking: common problems.
- Network: order of services, configuration, import/export.
- Miscellaneous troubleshooting: screen sharing, Bootcamp.
- Airport, PPP, PPPoE and Ethernet. Communication (Mail, iChat...).

Hands-on work

Simulation and troubleshooting.

7 Tools and techniques

- Activity monitor, the console.
- Special system troubleshooting techniques.
- Single-User, Verbose, boot manager...
- Troubleshooting utilities. Best practices.

Hands-on work

Examples of how to use the tools.

TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at psh-accueil@orsys.fr to review your request and its feasibility.

Dates and locations

REMOTE CLASS

2026 : 1 June, 16 Sep., 23 Nov.