



# The Mac OS X Support Essentials v10.4 Exam Skills Assessment Guide

The Mac OS X Support Essentials v10.4 Exam (Prometric exam no. 9L0-401) is a computer-based test offered at Authorized Prometric Testing Centers.

The exam is the only required exam in the Apple Certified Help Desk Specialist (ACHDS 10.4 track). You must pass this exam to become an ACHDS 10.4.

The exam is one of two required exams in the Apple Certified Technical Coordinator (ACTC) 10.4 track. You must pass this exam and the Mac OS X Server Essentials v10.4 Exam to become an ACTC 10.4.

The exam lasts two hours and consists of 74 multiple-choice questions that are based on the knowledge-area objectives listed in this guide.

The score required to pass is 62 percent (46 items out of 74). Eight demographic questions are presented but are not scored.

To prepare for the exam, read through the objectives in this guide to determine which areas you need to review. You will not have access to any resources or references during the exam. Please note that the exam is based on Mac OS X version 10.4.

The number of test questions drawn from each knowledge area is indicated for each topic below. Please note that although this guide divides the objectives into 13 knowledge areas, questions are presented randomly during the exam. Also note that UNIX commands and processes are shown in monotype in the exam.

## **Installation**

This topic has 5 items, drawn randomly from the following objectives:

- Recognize computers that meet the minimum requirements to run Mac OS X v10.4
- Describe how to:
  - Perform erase, update, and archive installations on various hard drive configurations
  - Configure Mac OS X v10.4 using Setup Assistant
  - Locate and install updates from Apple using Software Update
- Identify how to troubleshoot installation issues and perform quick fixes

## Users

This topic has 7 items, drawn randomly from the following objectives:

- Describe how to create, configure, and manage user accounts in Mac OS X v10.4
- Describe user account and password security issues
- Identify how to troubleshoot issues with user accounts

## File Systems

This topic has 7 items, drawn randomly from the following objectives:

- Describe how to:
  - Manage the Mac OS X v10.4 file system
  - Format a hard drive in Mac OS X
  - Archive, compress, and encrypt files in Mac OS X v10.4
  - Securely delete files
- Recognize how the file system handles bundles, packages, and forked files
- Describe search paths, hidden folders, and system-related folders

## Permissions

This topic has 5 items, drawn randomly from the following objectives:

- Describe how to:
  - Manage the Mac OS X v10.4 file system
  - Control access to applications and data files with file and folder permissions
- Identify how to troubleshoot permissions issues

## Application Environments

This topic has 4 items, drawn randomly from the following objectives:

- Describe how to:
  - Install, run and troubleshoot native Mac OS X applications
  - Run Java applets and JNLP applications
  - Use Activity Monitor to monitor applications' use of memory and processor

## Command-Line Interface

This topic has 8 items, drawn randomly from the following objectives:

- Identify reasons to use the command-line, and ways to access the command-line interface
- Describe the syntax of command-line commands
- Describe how to:
  - Use the online manual to see the syntax and sample usage(s) for a command
  - Run commands to view hidden files and folders, and to manipulate files and file attributes

## Network Configuration and Troubleshooting

This topic has 8 items, drawn randomly from the following objectives:

- Describe basic networking concepts and terms
- Identify how to:
  - Use Network preferences to configure Mac OS X to receive an IP address from a DHCP server, communicate with other computers on the same network, and access network services
  - Use Network Diagnostics, Network Utility, and Network preferences to troubleshoot networking issues

## Accessing Network Services

This topic has 13 items, drawn randomly from the following objectives:

- Describe how service discovery is implemented in Mac OS X
- Describe how to:
  - Use Directory Access to configure Mac OS X to access network services via AppleTalk, SMB, SLP, NetInfo, and Bonjour
  - Use the Finder to mount remote AFP, SMB, FTP, and WebDAV volumes so that files can be transferred between the local system and the server volume
  - Use Directory Access to configure Mac OS X to authenticate users using an LDAP or Active Directory server
  - Troubleshoot a Mac OS X computer that is not able to access a directory service parent
  - Configure Mac OS X to use single signon for network services

## Providing Network Services

This topic has 7 items, drawn randomly from the following objectives:

- Identify how to:
  - Use Sharing preferences to enable file sharing, web sharing, and FTP services
  - Use Sharing preferences to configure a Mac OS X v10.4 computer so that remote clients can locate the workstation's shared volumes
  - Locate the files that correspond to the computer's main website, as well as the user's website
  - Turn on the firewall in the Sharing preferences, so that access through IP ports for inactive services is blocked
  - Enable remote connections via ssh
  - Perform quick fixes for file sharing issues

## Peripherals

This topic has 2 items, drawn randomly from the following objectives:

- Identify device classes or types used in Mac OS X v10.4 to categorize peripherals
- Identify the types of drivers used in Mac OS X v10.4 to communicate with peripherals
- Describe how to:

- Use System Profiler to identify what USB and FireWire devices are connected to and recognized by the system
- Use System Profiler to isolate and resolve a peripheral issue in Mac OS X v10.4
- Perform basic troubleshooting of peripheral issues

## Printing

This topic has 4 items, drawn randomly from the following objectives:

- Describe how to:
  - Connect a local printer so it will be recognized by the Printer Setup Utility, and applications can print to it
  - Use Printer Setup Utility to add a network printer or print server so that applications can print to it
  - Use Printer Setup Utility to troubleshoot printing issues, including printer sharing
  - Use System Preferences to configure Mac OS X v10.4 to receive faxes, and allow others to send faxes through your computer
  - Use the standard print dialog to send a fax from Mac OS X v10.4
  - Configure a printer connected to a computer running Mac OS X v10.4, so that it is shared with Windows computers
  - Install and troubleshoot a PDF Workflow solution
  - Print a Postscript file to a raster printer
  - Print and manage print jobs from the command line
- Describe the print flow

## Startup Sequence

This topic has 1 item, drawn randomly from the following objectives:

- Identify the processes that run at system startup
- Identify the location of important files and scripts used by the startup sequence
- Identify the stages of the startup sequence and their corresponding visual or auditory cues
- Describe how to troubleshoot startup issues, including startup items and login items
- Identify the stages of logging out or shutting down

## Troubleshooting

This topic has 3 items, drawn randomly from the following objectives:

- Describe how to:
  - Gather information about a computer problem and verify the problem
  - Use online tools such as AppleCare Knowledge Base and Apple Help to research a problem and its potential solution
  - Use the Apple General Troubleshooting Flowchart to troubleshoot Mac OS X v10.4 problems
- Identify Apple-provided and third-party resources for troubleshooting
- Describe the difference between quick fixes and other types of fixes

- Identify how to troubleshoot top Mac OS X issues
- Describe how to perform a Knowledge Base search to identify known issues

## To Register

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

## For More Information

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