



# Network Account Management v10.4 Exam Skills Assessment Guide

The Network Account Management v10.4 Exam (Prometric exam no. 9L0-615) is a computer-based test offered at Authorized Prometric Testing Centers.

The exam is one of several elective exams in the Apple Certified System Administrator (ACSA) track. If you pass this exam, you will earn Network Account Management 10.4 certification as well as 3 credits toward ACSA certification.

The exam lasts 90 minutes and consists of 59 multiple-choice questions that are based on the knowledge-area objectives listed in this guide.

The score required to pass is 66 percent (39 items out of 59). Eight demographic questions are presented but are not scored.

To prepare for the exam, familiarize yourself with the topics covered in the reference texts for this exam, listed below, and 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 Server 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 seven knowledge areas, questions are presented randomly during the exam. Also note that UNIX commands and processes are shown in monotype in the exam.

Reference texts for the Network Account Management v10.4 Exam are:

- Apple Training Series: Mac OS X v10.4 System Administration Reference, Volume 2, 1<sup>st</sup> ed. (Berkeley: Peachpit Press, 2006), chapters 7 through 13
- Mac OS X Server User Management For Version 10.4 or Later (available for free download from Apple at [http://images.apple.com/server/pdfs/User\\_Management\\_Admin\\_v10.4.pdf](http://images.apple.com/server/pdfs/User_Management_Admin_v10.4.pdf))
- Apple Remote Desktop Administrator's Guide Version 3.1 (available for free download from Apple at <http://images.apple.com/remotedesktop/pdf/AdministratorsGuide20061116.pdf>)

## User Management Planning

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

- Identify costs and benefits of an organization-wide account management plan.
- Identify organizational account management plans that address specific account policies and organizational challenges.
- Describe methods to communicate account management policies to users.
- List reasons to document an organization-wide account management plan, such as IT staffing changes and setting new hire expectations.
- List account policy components that require documentation.
- Document a set of organization-wide account management policies.
- Describe the mobile, network, and local user account types in Mac OS X.
- Relate job roles to Mac OS X account types.
- Describe several methods to automate account creation.
- List the three account levels (user, workgroup, and computer list) in Mac OS X and Mac OS X Server.
- List the benefits of using account keywords in Workgroup Manager.
- Describe how permissions inheritance is implemented for new accounts in Mac OS X Server.
- Identify issues surrounding home folder creation and location, including potential bandwidth issues associated with remote home folders.
- Discuss how permissions inheritance and home folder creation can help address the organizational challenges of account management.
- Describe how to use Workgroup Manager to import user accounts from a text file containing a list of users.

### **Preference Management**

This topic has 33 items, drawn randomly from the following objectives:

- List and define the four, time-based settings that determine when an account's preferences are managed: Never, Once, Often, and Always.
- Compare and contrast application preference management using parental controls in Mac OS X with preference manifests in Mac OS X Server.
- List reasons for and against standardizing the user experience.
- List applications and application features that can be managed at the account level with account management tools.
- Compare and contrast managing accounts by user, workgroup, and computer list.
- List user interface elements that can be managed at the account level, using account management tools.
- Define preference manifests and describe how they are used.
- Locate and identify MCX records on a managed Mac OS X system.
- Describe how to use Workgroup Manager to:
  - Configure Finder preferences for accounts in Mac OS X Server.
  - Manage shell configuration for accounts in Mac OS X Server.
  - Manage Dock preferences for accounts in Mac OS X Server.
  - Limit which System Preference panes are available to accounts in Mac OS X Server.

- Configure Universal Access preferences for accounts in Mac OS X Server.
- Configure Login preferences for accounts in Mac OS X Server.
- Configure Network preferences for accounts in Mac OS X Server.
- Configure Internet preferences for accounts in Mac OS X Server.
- Limit which applications are available to accounts in Mac OS X Server.
- Configure Printing preferences for accounts in Mac OS X Server.
- Configure Classic preferences for accounts in Mac OS X Server.
- Configure Software Update preferences for accounts in Mac OS X Server.
- Configure Media Access preferences for accounts in Mac OS X Server.
- Configure Dock item preferences for accounts in Mac OS X Server.
- Describe how to:
  - Use server administration tools to create share points that are accessible by specific groups for collaborative use.
  - Use embedded scripts in the directory record of accounts in Mac OS X Server 10.4 to automate the process of configuring interface, shell, access, and application preferences.
- List reasons to control access to local and network resources.
- List the local and network resources that can be managed at the account level using account management tools.
- Document the process used to automate the application of account preferences in Mac OS X Server.

### Mobile Accounts

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

- Describe how a mobile user account differs from a network user account.
- Describe what happens when a user logs in using a mobile user account.
- Describe how to use Workgroup Manager to create a mobile user account.
- Describe how synchronized folders are implemented for mobile user accounts in Mac OS X Server.
- Describe how to use Workgroup Manager to configure synchronized folders for a mobile user account in Mac OS X Server.
- Explain the role of network bandwidth and home folder location in synchronization performance.
- Describe the user experience when an out-of-sync issue occurs.
- Describe how to isolate and resolve out-of-sync issues with synchronized folders.

### Managing Windows Clients

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

- Compare and contrast the security policies available in Mac OS X Server directory services with those available in Windows directory services.
- Compare and contrast security policy enforcement by directory services in Mac OS X Server with security policy enforcement by directory services in Windows.
- Identify issues with enforcing security policies for Windows users authenticated in Mac OS X Server.

- Compare and contrast the service and account requirements of Windows users and Macintosh users.
- Identify issues with providing network home folders to Windows users authenticated in Mac OS X Server.
- Describe how to use Server Admin to configure and enable Windows file services for user accounts in Mac OS X Server.
- Describe how to use Workgroup Manager to:
  - Configure accounts in Mac OS X Server to be used by Windows users.
  - Share a folder using SMB in Mac OS X Server.
  - Configure default permissions for an SMB share point in Mac OS X Server.
  - Configure file locks on an SMB share point in Mac OS X Server.
  - Configure a Windows login script for a user account in Mac OS X Server.
  - Configure security policies for a user account used by a Windows user on Mac OS X Server.

### Managing Network Views

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

- Compare and contrast flat and managed views of network resources.
- Identify and list the differences between the three types of network views: Named, Default, and Public.
- Describe how network views are enforced on client computers.
- Describe how to use Workgroup Manager to create a managed network view.
- Identify and list characteristics of the three types of entries a network view can contain: computers, dynamic lists, and neighborhoods.

### Using Apple Remote Desktop

This topic has 9 items, drawn randomly from the following objectives:

- Describe the function of Apple Remote Desktop.
- Describe how to:
  - Install the Remote Desktop administrator utility on a Mac OS X computer.
  - Configure a Mac OS X computer so that it can be managed by Apple Remote Desktop.
  - Create a computer list in Remote Desktop.
  - Create records in a directory domain to specify features that can be managed on a computer that is bound to the directory server.
  - Use Apple Remote Desktop to distribute software to a set of computers.
  - Use Apple Remote Desktop to set the startup volume on a set of computers.
  - Use Apple Remote Desktop admin to remotely lock and control a computer.
- Explain how Automator can be integrated with ARD to provide an automated management system.
- Explain how AppleScript can be integrated with ARD to provide an automated management system.
- Describe the purpose of an ARD task server.
- Describe three benefits of using an ARD task server.

- Describe how to:
  - Configure a computer to act as an ARD task server.
  - Configure Remote Admin to use an ARD task server.
  - Use an ARD task server to automate the periodic generation of a hardware inventory report.

### Importing Accounts with Workgroup Manager

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

- Define the specifications of a properly formatted accounts list that can be used to import accounts into a shared directory on Mac OS X Server.
- Given an existing export of a account database, describe how to use Workgroup Manager to reformat the account entries to meet the requirements of an account management plan and be suitable for import into the directory services database in Mac OS X Server.
- Describe how to use Workgroup Manager to import a properly formatted account database file into a shared directory domain in Mac OS X Server.

### To Register

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 [www.prometric.com/apple](http://www.prometric.com/apple).

To register for an Apple Training course, please visit [www.apple.com/training](http://www.apple.com/training) or call 800-848-6398 in the US or Canada. To schedule an onsite course at your organization's location, please call 800-848-6398 or email [abouttraining@apple.com](mailto:abouttraining@apple.com).

### For More Information

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