

## Get Trained for a Hybrid Mac and PC environment

### Course Description

Mac support for PC Technicians is a two-day, hands-on course that provides an intense and in-depth exploration of features and troubleshooting of Mac OS X compared to Microsoft Windows. This course is designed to give you a tour of the breadth of functionality of Mac OS X and the best methods for effectively troubleshooting issues that arise.

### Who Should Attend

This course is for PC help desk specialists, technical coordinators, service technicians and others who come across Mac OS X clients in PC environments.

### What You Will Learn

- Installation: Set up stand-alone Mac OS X workstations while comparing the setup process to Microsoft Windows.
- Users and Permissions: Create user accounts so that multiple users can share a workstation, each user having a personal account and workspace. During this chapter we will compare the different types of users and permissions available and how they compare to Microsoft Windows.
- How to use Mac OS X Server tools to monitor and troubleshoot services.
- File Systems: Compare the Mac OS X file System to the Windows file system as well as comparing tools that are available.
- Application Environment: A look at the different type of Applications supported by Mac OS X.
- Network Configuration and Troubleshooting: Compare how you set up Network settings for Mac OS X compares to Microsoft Windows.
- Accessing Network Services: Compare the type of services Mac OS X can connect to and how they are accessed.
- File and Internet Sharing: We take a look at the built in network services Mac OS X can supply compared to Microsoft Windows.
- Peripherals: How peripherals are supported in Mac OS X, with an emphasis on USB, FireWire, and Bluetooth buses.
- Printing: Compare the CUPS print engine used in Mac OS X to Microsoft's print engine.
- Start-up Sequence: Troubleshooting the different stages of the Mac OS X start-up sequence.
- Troubleshooting: Using the troubleshooting flowchart, review the various resources and practices to troubleshoot workstation problems.

*Students should have the following prerequisite knowledge prior to attending this course:*

- Basic Microsoft Windows experience
- Basic troubleshooting experience

*This course is taught in English.*

**Certification:** There is no certification exam with this course, but you will receive an attendance certificate on completion of the course. MSPC Tech is a skills based, specialist training course.

College of MultiMedia is an Apple, Adobe and Digidesign Authorized Training Center, offering courses that are part their official Training Programs.

For PC system administrators: CMM also offers official training for Mac OS X System and Server plus Apple certification examinations.

Additionally we offer Snow 101, Mac Basics 101 and iLife courses for beginners.

Please visit our website for a complete course overview. [www.cmm.nl](http://www.cmm.nl)



## Mac Support for PC Technicians

Duration: 2 days

Time: 10.30 hrs. tot 17.30 hrs.

Price and date\*: Information on pricelist  
(including lesson material and lunch)

\* The course fee must to be paid prior to the first course day.