

Apple Technician Guide

Explore macOS tools and architecture for executing support tasks and system administration, and prepare for the Apple Certified Support Professional (ACSP) certification exam
Key Features
Delve into macOS Big Sur, from installation to managing apps and optimizing your environment
Become an Apple Certified Support Professional (ACSP) with this comprehensive macOS support guide
The book is not intended to be a user guide, it covers concepts pertinent for a user acting as an administrator
Book Description
Apple is pushing the capabilities of its technologies to help users achieve high performance, including improvements in its OS running across all Mac systems, macOS, and new technologies such as M1 Silicon chips. This book walks you through macOS from a system administration and support point of view, exploring its latest features. The book starts by explaining macOS architecture, installation, and startup processes to enable you to get started with the OS. You'll learn how to manage users and discover techniques for user security and privacy. Moving on, you'll get to grips with the macOS file system and learn to manage disks, volumes, and partitions for effective file management. Most of the examples covered in this book are from an administrator's perspective; however, when relevant, a standard user's perspective is also presented. You'll find illustrations for Mac systems running macOS 11 (Big Sur), and when necessary, for macOS 10.15 (macOS Catalina). Finally, you'll explore advanced topics such as networking and using command-line tools for administration tasks. By the end of this macOS book, you'll be well-versed with macOS features, administration tasks, and best practices. You'll also be able to apply the concepts to increase your chances of success in obtaining Apple certifications such as Apple Certified Support Professional (ACSP). What you will learn
Understand the fundamentals of the macOS system and architecture
Configure key services and perform essential troubleshooting in your Mac system
Install, update, and configure your local macOS system and identify the stages of the startup process
Create and manage a local user account and set up your customized macOS environment
Manage your file systems, storage, and permissions
Explore practices and techniques to work with apps, networks, and security for your Mac system
Delve into administration tasks such as managing service resources and peripherals
Who this book is for
If you are a Mac system administrator, support and help desk technician or engineer, or Mac power user looking to explore macOS architecture and tooling, then this book is for you. The book assumes beginner-level knowledge of the macOS environment and system administration.

This is the official curriculum of the Apple Yosemite 201. OS X Server Essentials 10.10 course and preparation for Apple Certified Technical Coordinator (ACTC) 10.10 certification--as well as a top-notch primer for anyone who needs to implement, administer, or maintain a network that uses OS X Server on Yosemite. This book provides comprehensive coverage of OS X Server and is part of the Apple Pro Training series--the only Apple-certified books on the market. Designed for help desk specialists, technical coordinators, and entry-level system administrators, this guide teaches you how to install and configure OS X Server on Yosemite to provide network-based services. You'll also learn to use tools for efficiently managing and deploying OS X Server. In addition to learning key concepts and experiencing hands-on, practical exercises throughout, the book also covers the learning objectives to help you prepare for the industry-standard ACTC certification. Provides authoritative explanations of OS X Server setup and management on Yosemite. Focused lessons take you step by step through practical, real-world exercises. Lesson review questions summarize what you learn to prepare you for the Apple certification exam. Lesson files available for download--including lesson

This is the official curriculum of the Apple El Capitan 101: OS X Support Essentials 10.11 course and preparation for Apple Certified Support Professional (ACSP) 10.11 certification--as well as a top-notch primer for anyone who needs to support, troubleshoot, or optimize OS X El Capitan. This guide provides comprehensive coverage of El Capitan and is part of the Apple Pro Training series--the only Apple-certified books the market. Designed for support technicians, help desk specialists, and ardent Mac users, this guide takes you deep inside the El Capitan operating system. Readers will find in-depth, step-by-step instruction on everything from installing and configuring El Capitan to managing networks and system administration. Whether you run a computer lab or an IT department, you'll learn to set up users, configure system preferences, manage security and permissions, use diagnostic and repair tools, troubleshoot peripheral devices, and more--all on your way to preparing for the industry-standard ACSP certification. Covers updated system utilities and new features of OS X El Capitan. Features authoritative explanations of underlying technologies, troubleshooting, system administration, and much more. Focused lessons take you step by step through practical, real-world tasks. Lesson files and bonus material available for download--including lesson review questions summarizing what you've learned to prepare you for the Apple certification exam. Web Edition provides full text of the book as part of our Content Update Program with revised content for significant software updates. This book is part of Peachpit's Content Update Program. As Apple updates features of OS X El Capitan, sections of this book may be updated or new sections may be added to cover significant updates to the software. The updates will be delivered to you via a free Web Edition of this book, which can be accessed with any Internet connection. For details about accessing the Web Edition, please see the "About This Guide" section of your book.

The Apple Music is a new music streaming service that has been introduced by Apple Inc. The service allows the Apple users to be able to choose the music they would like to hear on demand. When users sign up for this service, they will get a combination of the Beats 1 radio station and the Connect blog for artists to share information with their fans. The service also allows the users to get recommendations based on their taste and it can be integrated with the popular Siri command service. The complete service is similar to other streaming services however it is different based on the additional features offered and exclusive content. It aims to stand out by not using computer algorithms to determine the tastes of user but by using the human element to build more precise catalogs. The added exclusive content will provide a direct link to the artists in which fans can get content that is unfiltered and unedited. They can make comments and see the direct inspiration of the artists.

Offers detailed, illustrated instructions for repairing Apple handheld electronic devices, covering the replacement of components, fixing software failures, and making repairs and changes not intended by the manufacturer.

Apple Pro Training Series

OS X Lion Support Essentials: Supporting and Troubleshooting OS X Lion

Hands-On macOS User Administration Guide

Mac OS X Server Essentials v10.6: A Guide to Using and Supporting Mac OS X Server v10.6

The Unauthorized Guide to iPhone, iPad, and iPod Repair

Apple Certified Desktop Technician A Complete Guide - 2020 Edition

OS Sierra is the 13th operation system version for Macintosh computers. It was previously called OS X and is the successor to OS X El Capitan with it being the first OS issued under their rebranding as macOS. It was named after the Sierra Nevada Mountain range in California. The major features that the system boasts are the iCloud system, windowing and Continuity. There is also support for Apple Pay and Siri. The initial review of the system was given to developers around the time of the WDC keynote that was done on June 13, 2016. It was formally released to the Apple Beta Software Program in July 2016 and released to end users in September 2016 as a free upgrade through the Apple Store. This book will review some of the key features of the macOS and educate the reader on the capabilities.

The Most Useful UNIX Guide for Mac OS X Users Ever, with Hundreds of High-Quality Examples! Beneath Mac OS® X's stunning graphical user interface (GUI) is the most powerful operating system ever created: UNIX®. With unmatched clarity and insight, this book explains UNIX for the Mac OS X user--giving you total control over your system, so you can get more done, faster. Building on Mark Sobell's highly praised A Practical Guide to the UNIX System, it delivers comprehensive guidance on the UNIX command line tools every user, administrator, and developer needs to master--together with the world's best day-to-day UNIX reference. This book is packed with hundreds of high-quality examples. From networking and system utilities to shells and programming, this is UNIX from the ground up--both the "whys" and the "hows"--for every Mac user. You'll understand the relationships between GUI tools and their command line counterparts. Need instant answers? Don't bother with confusing online "manual pages"; rely on this book's example-rich, quick-access, 236-page command reference! Don't settle for just any UNIX guidebook. Get one focused on your specific needs as a Mac user! A Practical Guide to UNIX® for Mac OS® X Users is the most useful, comprehensive UNIX tutorial and reference for Mac OS X and is the only book that delivers Better, more realistic examples covering tasks you'll actually need to perform. Deeper insight, based on the authors' immense knowledge of every UNIX and OS X nook and cranny. Practical guidance for experienced UNIX users moving to Mac OS X. Exclusive discussions of Mac-only utilities, including plutil, ditto, nidump, otool, lscpio, l, diskutil, distinfo, and SetFile. Techniques for implementing secure communications with ssh and scp--plus dozens of tips for making your OS X system more secure. Expert guidance on basic and advanced shell programming with bash and tcsh. Tips and tricks for using the shell interactively from the command line. Thorough guides to vi and emacs designed to help you get productive fast, and maximize your editing efficiency. In-depth coverage of the Mac OS X filesystem and access permissions, including extended attributes and Access Control Lists (ACLs). A comprehensive UNIX glossary. Dozens of exercises to help you practice and gain confidence. And much more, including a superior introduction to UNIX programming tools such as awk, sed, otool, make, gcc, gdb, and CVS.
This is the official curriculum of the Apple Mavericks 101: OS X Support Essentials 10.9 course and preparation for Apple Certified Support Professional (ACSP) 10.9 certification-- as well as a top-notch primer for anyone who needs to support, troubleshoot, or optimize OS X Mavericks. This guide provides comprehensive coverage of Mavericks and is part of the Apple Pro Training series--the only Apple-certified books on the market. Designed for support technicians, help desk specialists, and ardent Mac users, this guide takes you deep inside the Mavericks operating system. Readers will find in-depth, step-bystep instruction on everything from installing and configuring Mavericks to managing networks and system administration. Whether you run a computer lab or an IT department, you'll learn to set up users, configure system preferences, manage security and permissions, use diagnostic and repair tools, troubleshoot peripheral devices, and more--all on your way to preparing for the industry-standard ACSP certification. Covers updated system utilities and new features of OS X Mavericks, including iCloud Keychain and Tags. Features authoritative explanations of underlying technologies, troubleshooting, system administration, and much more. Focused lessons take you step by step through practical, realworld tasks. Lesson files and bonus material available for download--including lesson review questions summarizing what you've learned to prepare you for the Apple certification exam.
This reference provides in-depth technical information on Mac OS X and Mac OS X Server's directory services architecture. System administrators and IT professionals will learn the details of how to deploy Mac OS X and Mac OS X Server within a multiplatform, heterogeneous environment, with an emphasis on integrating user accounts and authentication processes. This book is a perfect study aid for the Directory Services exam, and also serves as an in-depth technical reference for experienced system administrators and engineers. This reference follows the learning objectives of the Directory Services exam, which is one requirement toward the Apple Certified System Administrator (ACSA) certification, Apple's highest level of IT certification. Chapter tests reinforce the knowledge gained along the way. The Apple Training Series serves as both a self-paced learning tool and the official curriculum for the Mac OS X and Mac OS X Server certification programs.

Provides information on troubleshooting and optimizing Mac OS X 10.4, covering such topics as file systems, application environments, command-line interface, networking, printing, and startup.

The Ultimate Guide Including Illustrations, Tips and Tricks to Master iPhone 12 Pro Supporting and Troubleshooting MacOS High Sierra

OS X Server Essentials 10.10: Using and Supporting OS X Server on Yosemite

iPhone: The Missing Manual

iPhone 12, iPhone Pro, and iPhone Pro Max User Guide

COMPtIA A+ Guide to Information Technology Technology Essentials

This is the official curriculum of the Apple Mavericks 101: OS X Support Essentials 10.9 course and preparation for Apple Certified Support Professional (ACSP) 10.9 certification- as well as a top-notch primer for anyone who needs to support, troubleshoot, or optimize OS X Mavericks. This guide provides comprehensive coverage of Mavericks and is part of the Apple Pro Training series--the only Apple-certified books on the market. Designed for support technicians, help desk specialists, and ardent Mac users, this guide takes you deep inside the Mavericks operating system. Readers will find in-depth, step-bystep instruction on everything from installing and configuring Mavericks to managing networks and system administration.Whether you run a computer lab or an IT department, you'll learn to set up users, configure system preferences, manage security and permissions, use diagnostic and repair tools, troubleshoot peripheral devices, and more--all on your way to preparing for the industry-standard ACSP certification. Covers updated system utilities and new features of OS X Mavericks, including iCloud Keychain and Tags. Features authoritative explanations of underlying technologies, troubleshooting, system administration, and much more. Focused lessons take you step by step through practical, realworld tasks. Lesson files and bonus material available for download--including lesson review questions summarizing what you've learned to prepare you for the Apple certification exam.

DONT JUNK IT, FIX IT--AND SAVE A FORTUNE! The only reference & tutorial of its kind--in full color! Fix your own iPhone, iPad, or iPod with secret repair knowledge Apple doesn't want you to have! This groundbreaking, full-color book shows you how to resurrect expensive Apple mobile iDevices you thought were dead for good, and save a fortune. Apple Certified Repair Technician Timothy L. Warner demystifies everything about iDevice repair, presenting simple, step-by-step procedures and hundreds of crs, detailed, full-color photos. He'll walk you through safely taking apart your iDevice, replacing what's broken, and reliably reassembling it. You'll learn where to get the tools and exactly how to use them. Warner even reveals sources for broken Apple devices you can fix at low cost--for yourself, or even for resale! Replace All These iDevice Components: • Battery • Display • SIM card • Logic board • Dock connector Take Apart, Fix, and Reassemble: • iPod nano (5th & 7th Gen) • iPod touch (4th & 5th Gen) • iPhone (3GS, 4, 4S, & 5) • iPad (iPad 2, iPad 4th Gen, & iPad mini) Fix Common Software-Related Failures: • Emergency data recovery • Jailbreaking • Carrier unlocking
D What Apple Never Intended: • Resurrect a waterlogged iDevice • Prepare an iDevice for resale • Install non-Apple Store apps • Perform out-of-warranty repairs
All technical content reviewed & approved by iFixit, world leader in iDevice parts, tools, and repair tutorials!

iPhone 12 Pro User Manual: The Ultimate Guide Including Illustrations, Tips and Tricks to Master iPhone 12 Pro. The iPhone 12 Pro is arguably the world's best smartphone with many advanced new features including A14 Bionic chip, the quickest chip ever built into a smartphone and cutting-edge dual camera for high quality photography. The smartphone runs on the new iOS 14 with updates to existing apps and new feature additions like CarPlay, Home and Health lifting the iPhone above its competition (Samsung Galaxy S20 series, Samsung Galaxy Note 20 Ultra, onePlus 8 Pro, LG V60 and Google Pixel 5.) From unboxing to making use of the super-advanced features, the chapters are carefully laid out to help you make the most of this beautiful gadget. Information on how to use popular apps and how to solve basic problems without visiting an Apple support store. Some of the topics covered in the book include
Q Turn on the iPhone and Get Started
Q Inserting a new SIM and Connecting to the internet
Q Apple ID and iCloud
Q Wake and unlock
Q Various Gestures to control the iPhone
Q Take a screenshot and make screen recording
Q Change the screen orientation
Q Wallpapers
Q Use AirPods to send files and documents
Q Mark up files and pictures
Q Charge and optimize the battery
Q Add / Remove Widgets from the Home screen
Q Status icons
Q Ask Siri and Siri shortcuts
Q Set up Family Sharing
Q Set up Screen Time for yourself
Q Set up Screen Time through Family Sharing
Q CarPlay: Connect to CarPlay, Use Siri, Make Phone calls, play music. Use the map and other apps in CarPlay, control your Home, listen to news stories and view your calendar
Q App Store: Get apps, play games, Manage purchases and subscriptions
Q Books: Search for and buy books, Read Books, organize books, set reading goals
Q Calendars: Create and edit events, send invites, receive invites, use multiple calendars
Q Camera: Capture pictures and videos, adjust and manage Camera settings, view and share photos
Q FaceTime: Set up FaceTime, make individual and group calls, receive calls, block callers, adjust FaceTime settings
Q Find My: Find people, Find devices
Q Health: Track sleep schedule, menstrual cycle and fitness data, create and share Medical ID, Register as organ donor
Q Home: Set up HomeKit accessories, Control accessories, Create more Homes, Configure HomePod and router, create scenes, Control Home with Siri, Create an automation
Q Mail: Write, send, view, organize, search, delete and print emails, add attachment to emails
Q Maps: view map, get directions and find destinations
Q Messages: set up messages, send individual and group messages (text, audio, picture and video), block unwanted messages, use Memojis
Q Music: find music, download music, play and queue up music
Q Reminders: set reminders, organize, share and collaborate with Reminders
Q Safari: Surf the web, search for websites, bookmark web pages, save pages to reading lists and browse securely
Q Wallet: Set up Apple Pay, complete contactless purchases, use Apple cash and Apple Card
Q Transfer files between iPhone and your computer, CarPlay, Battery care, meaning of status icons, Sync iPhone with your computer, Family sharing, Handoff, Checking for iOS updates, Back up and Erase iPhone, security and protection of the iPhone, and so much more.
Q The new iOS 14 (App Updates and New Additions)
Q Latest tips, tricks and hacks compiled with pictures and step-by-step instructions
Q Safety, use and care information for the iPhone
Click the "Buy now" button to get this guide now and begin using your iPhone for optimal user experience.

Rev. ed. of A technician's guide to exotic animal care / Thomas N. Tully Jr., Mark A. Mitchell. c2001.

Apple Training SeriesMac OS X Support Essentials v10.6: A Guide to Supporting and Troubleshooting Mac OS X v10.6 Snow LeopardPeachpit Press

The Complete Idiot's Guide to Mac OS X

Mac OS X Lion Pocket Guide

A Guide to Computer User Support for Help Desk and Support Specialists

Supporting and Troubleshooting OS X El Capitan

The Rough Guide to Apple Watch

Apple Music: A Guide for Beginners

This is the only Apple-certified book on OS X Lion, this revised best-seller will take you deep inside the latest big-cat operating system--covering everything from installation and configuration, customizing the operating system, supporting applications, setting up peripherals, and more. Whether you're a support technician or simply an ardent Mac user, you'll quickly learn and master the new features in OS X Lion. Following the learning objectives of the Apple Certified Support Professional exam, this self-paced book is a perfect guide for Apple's training and a first-rate primer for computer support personnel who need to troubleshoot and optimize OS X Lion as part of their jobs. Chapter review sections and quizzes summarize and reinforce acquired knowledge. The Apple Pro Training Series serves as both a self-paced learning tool and the official curriculum for OS X Lion and OS X Lion Server certification programs.

This is the official curriculum of the Apple High Sierra 101: OS X Support Essentials 10.13 course and preparation for Apple Certified Support Professional (ACSP) 10.13 certification--as well as a top-notch primer for anyone who needs to support, troubleshoot, or optimize macOS High Sierra. This guide provides comprehensive coverage of High Sierra and is part of the Apple Pro Training series--the only Apple-certified books on the market. Designed for support technicians, help desk specialists, and ardent Mac users, this guide takes you deep inside macOS High Sierra. You will find in-depth, step-by-step instruction on everything from installing and configuring High Sierra to managing networks and system administration. Whether you run a computer lab or an IT department, you'll learn to set up users, configure system preferences, manage security and permissions, use diagnostic and repair tools, troubleshoot peripheral devices, and more--all on your way to preparing for the industry-standard ACSP certification. This is a step-by-step guide that works through lessons designed to teach practical, real-world tasks, with lesson files let you practice as you learn.

The Rough Guide to Apple Watch is the essential guide to the ultimate smartwatch. Whether you want an in-depth step-by-step guide to functionality, a definition of "taptic engine", or you need advice on fast fixes and troubleshooting, The Rough Guide to Apple Watch is the definitive full-colour guide to the most exciting wearable tech and hottest smartwatch on the market. Full of easy to use, photographic step-by-steps, The Rough Guide to Apple Watch takes you from setting up your Apple Watch and connecting it to your iPhone to accessing iTunes and using Apple Pay, all the way through to getting the best from the health and fitness features and using third party apps. The Rough Guide to Apple Watch will give you all the best tip and tricks for maximising your Apple Watch's potential. Make the most of your Apple Watch with The Rough Guide to Apple Watch.

Is there a strict change management process? What are your current levels and trends in key Apple Certified Desktop Technician measures or indicators of product and process performance that are important to and directly serve your customers? How do controls support value? What is the definition of success? What Apple Certified Desktop Technician skills are most important? Defining, designing, creating, and implementing a process to solve a challenge or meet an objective is the most valuable role... In EVERY group, company, organization and department. Unless you are talking a one-time, single-use project, there should be a process. Whether that process is managed and implemented by humans, AI, or a combination of the two, it needs to be designed by someone with a complex enough perspective to ask the right questions. Someone capable of asking the right questions and step back and say, 'What are we really trying to accomplish here? And is there a different way to look at it?' This Self-Assessment empowers people to do just that - whether their title is entrepreneur, manager, consultant, (Vice-)President, CxO etc... - they are the people who rule the future. They are the person who asks the right questions to make Apple Certified Desktop Technician investments work better. This Apple Certified Desktop Technician All-Inclusive Self-Assessment enables You to be that person. All the tools you need to an in-depth Apple Certified Desktop Technician Self-Assessment. Featuring 940 new and updated case-based questions, organized into seven core areas of process design, this Self-Assessment will help you identify areas in which Apple Certified Desktop Technician improvements can be made. In using the questions you will be better able to: - diagnose Apple Certified Desktop Technician projects, initiatives, organizations, businesses and processes using accepted diagnostic standards and practices - implement evidence-based best practice strategies aligned with overall goals - integrate recent advances in Apple Certified Desktop Technician and process design strategies into practice according to best practice guidelines Using a Self-Assessment tool known as the Apple Certified Desktop Technician Scorecard, you will develop a clear picture of which Apple Certified Desktop Technician areas need attention. Your purchase includes access details to the Apple Certified Desktop Technician self-assessment dashboard download which gives you your dynamically prioritized projects-ready tool and shows your organization exactly what to do next. You will receive the following contents with New and Updated specific criteria: - The latest quick edition of the book in PDF - The latest complete edition of the book in PDF, which criteria correspond to the criteria in... - The Self-Assessment Excel Dashboard - Example pre-filled Self-Assessment Excel Dashboard to get familiar with results generation - In-depth and specific Apple Certified Desktop Technician Checklists - Project management checklists and templates to assist with implementation INCLUDES LIFETIME SELF ASSESSMENT UPDATES Every self assessment comes with Lifetime Updates and Lifetime Free Updated Books. Lifetime updates is an industry-first feature which allows you to receive verified self assessment updates, ensuring you always have the most accurate information at your fingertips.

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OS X Support Essentials 10.10: Supporting and Troubleshooting OS X Yosemite

Supporting and Troubleshooting macOS Sierra

OS X Support Essentials 10.9: Supporting and Troubleshooting OS X Mavericks

The Best Techniques Troubleshooting and Supporting Apple Computers Mac, iMac, MacBook Pro, MacBook Air, and Mac Mini MacOS for Administrators, Developers, and Users

Macos Support Essentials 10.13 - Apple Pro Training Series

Using and Supporting OS X Server on Mavericks

Becoming a Mac Technician in 21 Days or Less: A Definitive Step-By-Step Guide to Managing and Troubleshooting macOS FastAfter reading this book and its exclusive tutorials, you can also accelerate your learning, progress, and be one step ahead of the rest in the world of information technology on Mac computers. Inside this book, Mac Apex Technician Master Troubleshooting Techniques, you will be able to immerse yourself in this fascinating subject and build a deep understanding of how to fix common issues you face Mac Apex Technician is a fantasy resource that is there to help when all else fail.

This is the eBook of the printed book and may not include any media, website access codes, or print supplements that may come packaged with the bound book. Apple Pro Training Series: macOS Support Essentials 10.12 The Apple-Certified Way to Learn This is the official curriculum of the macOS Support Essentials 10.12 course and preparation for Apple Certified Support Professional (ACSP) 10.12 certification--as well as a top-notch primer for anyone who needs to support, troubleshoot, or optimize macOS Sierra. This is the only Apple-certified book on the market. Designed for support technicians, help desk specialists, and ardent Mac users and takes you deep inside the macOS Sierra operating system. You'll find in-depth, step-by-step instruction on everything from installing and configuring macOS Sierra to managing networks and system administration--all on your way to preparing for the industry-standard ACSP certification. Covers updated system utilities and new features of macOS Sierra, including Siri and Optimized Storage. Features authoritative explanations of underlying technologies, troubleshooting, system administration, and much more. Focused lessons take you step by step through practical, real-world tasks. Lesson files and bonus material available for download--including lesson review questions to help prepare you for the Apple certification exam. Web Edition provides full text of the book available online as part of our Content Update Program with revised content for significant software updates.

Charles Eddy and Bill Smith provide detailed explanations of the technology required for large-scale Mac OS X deployments and show you how to integrate it with other operating systems and applications. Now in its second edition, Enterprise Mac Administrator's Guide addresses the growing size and spread of Mac OS X deployments in corporations and institutions worldwide. In some cases, this is due to the growth of traditional Mac environments, but for the most part it has to do with organizations instituting device choice and switcher campaigns, where macOS is the only supported operating system. This book covers the best practices for dealing with the operating system and updates are very different. Apple provides a number of tools to help automate and guide IT toward managing a large number of Mac OS X computers--it has since before Mac OS X was initially released. However, if you want to put together all of the pieces to tell a compelling story about a department or a deployment of Macs, you need to compile information from a number of different sources. This book provides explanations of the technology required. What You'll Learn Choose a directory services model that works for your organization and integrate it into your existing model Choose an imaging model and begin imaging workstations with or without third-party products Use the Mac App Store and Apple's Volume Purchasing Program to deploy apps Leverage scripting techniques to reduce labor for the IT department Provide network services sharing, mobile home folders, messaging, etc.) to the Mac OS X clients Who This Book Is For System administrators and IT professionals who need to manage a large number of Mac OS X computers, be they Mac OS X-based servers or workstations. The assumption is that readers are somewhat familiar with Mac OS X and/or IT in general, but not that they are familiar with the Apple products internal, server services, or deployment techniques.

This authoritative, Apple-Certified training course is designed both for professionals who support Apple computers as well as Macintosh enthusiasts who want to upgrade, service, or troubleshoot their favorite systems. Fully revised, this third edition includes Apple's new models with Intel processors, the MacBook Pro, Mac mini, and iMac. Keyed to the learning objectives of the Apple Desktop Service and Apple Portable Service certification exams, this is the companion curriculum used in AppleCare Technician Training courses worldwide. The book starts out with basic computer theory and underlying technologies, then moves on to cover everything from networking to the nitty-gritty steps and diagrams for upgrading and troubleshooting six sample computer models.

macOS Support Essentials 10.9 - Apple Pro Training Series The Apple-Certified Way to Learn This is the official book for the macOS Support Essentials 10.9 course and you can use it to prepare for the Apple Certified Support Professional (ACSP) 10.15 exam. It's a top-notch primer for anyone who needs to support, troubleshoot, or optimize macOS Catalina, such as IT professionals, technicians, help desk specialists, and ardent Mac users. This is the only Apple Pro Training Series book that covers macOS Catalina. You'll find in-depth, step-by-step instructions on everything from creating, updating, reinstating and configuring macOS Catalina to configuring network services like the Content Caching service. This book covers updated system utilities and new features in macOS Catalina, including Voice Control and other accessibility features, user privacy settings, notarized apps, Startup Security Utility, and the separation of the startup disk into a read-only APFS System volume and a read-write APFS Data volume. This book includes the following content: Authoritative explanations of underlying technologies, troubleshooting, system administration, and much more Focused lessons that take you step by step through practical, real-world tasks A Web Edition that provides the full text of the book online The Apple Pro Training Series includes self-paced learning tools and is the official curriculum of the Apple Training and Certification program. After you complete this book, take the macOS Support Essentials 10.15 exam as a step towards becoming an Apple Certified Support Professional. Work through this book independently or attend a class at an Apple Authorized Training Provider.

to prepare for the exam. To learn more, visit training.apple.com. Also in the Apple Pro Training Series: Final Cut Pro X Logic Pro X macOS Support Essentials 10.15 - Apple Pro Training Series

Macbook Pro 2016: The Complete Guide

Supporting and Troubleshooting macOS Mojave

MacOS Support Essentials 11 - Apple Pro Training Series

OS X Support Essentials 10.10

iPhone 12 Pro User Manual

Equip current and future user--support professionals with the critical people skills and exceptional technical knowledge necessary to provide outstanding support with Beisse's A GUIDE TO COMPUTER USER SUPPORT FOR HELP DESK AND SUPPORT SPECIALISTS, 6E. This useful guide focuses on the informational resources and technical tools students need most to function effectively in a support position. Readers develop the skills to handle troubleshooting and problem solving, successfully communicate with clients, determine a client's specific needs, and train end-users, as well as handle budgeting and other management priorities. Clear, balanced coverage in this edition highlights the latest trends and developments, from Web and e-mail-based support to assistance with Windows 7 and cloud computing. Engaging special features, such as Tips and On the Web Pointers, provide important insights, while new Discussion Questions and Case Projects encourage active participation in the learning process. Leading professional software HelpSTAR and Microsoft Office Project Professional 2010 accompany Beisse's A GUIDE TO COMPUTER USER SUPPORT FOR HELP DESK AND SUPPORT SPECIALISTS, 6E to reinforce the knowledge and skills your students need for success in today's user--support positions. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

This is the official curriculum of the Apple Yosemite 101: OS X Support Essentials 10.10 course and preparation for Apple Certified Support Professional (ACSP) 10.10 certification--as well as a top-notch primer for anyone who needs to support, troubleshoot, or optimize OS X Yosemite. This guide provides comprehensive coverage of Yosemite and is part of the Apple Pro Training series--the only Apple-certified books the market. Designed for support technicians, help desk specialists, and ardent Mac users, this guide takes you deep inside the Yosemite operating system. Readers will find in-depth, step-by-step instruction on everything from installing and configuring Yosemite to managing networks and system administration. Whether you run a computer lab or an IT department, you'll learn to set up users, configure system preferences, manage security and permissions, use diagnostic and repair tools, troubleshoot peripheral devices, and more--all on your way to preparing for the industry-standard ACSP certification. Covers updated system utilities and new features of OS X Yosemite. Features authoritative explanations of underlying technologies, troubleshooting, system administration, and much more. Focused lessons take you step by step through practical, real-world tasks. Lesson files and bonus material available for download--including lesson review questions summarizing what you've learned to prepare you for the Apple certification exam.

Annotation With the iOS 8.1 software and the new iPhone 6 and 6 Plus, Apple has taken its flagship products into new realms of power and beauty. The modern iPhone comes with everythingcamera, music player, Internet, flashlightexcept a printed manual. Fortunately, David Pogue is back with this expanded edition of his witty, full-color guide: the worlds most popular iPhone book. The iPhone 6 and 6 Plus. This book unearths all the secrets of the newest iPhones. Bigger screens, faster chips, astonishing cameras, WiFi calling, Apple Pay, crazy thin. The iOS 8.1 software. Older iPhone models gain predictive typing, iCloud Drive, Family Sharing, "Hey Siri," the Health app, and about 195 more new features. Its all here, in these pages. The apps. That catalog of 1.3 million add-on programs makes the iPhones phone features almost secondary. Now youll know how to find, exploit, and troubleshoot those apps. The iPhone may be the worlds coolest computer, but its still a computer, with all of a computers complexities. iPhone: The Missing Manual is a funny, gorgeously illustrated guide to the tips, shortcuts, and workarounds that will turn you, too, into an iPhone master.

The Mac OS X Lion Pocket Guide is an indispensable quick reference guide that is packed with bite-sized chunks of practical information for people who want to jump in and start working and playing with OS X Lion. The attractive price and accessible content make this the perfect learning companion and reference guide. Written by Mac expert Jeff Carlson, this essential guide features snappy writing, eye-catching graphics, and an elegant design that walks readers through the most common OS X Lion tasks. The Mac OS X Lion Pocket Guide covers all of the key new features of OS X Lion including Multi-Touch Gestures, Launchpad, Mission Control, the App Store, Mail, and much more.

The only Apple-certified book on Mac OS X v10.6, this revised best-seller will take you deep inside the latest big-cat operating system--covering everything from installation to automation, customizing the operating system, supporting applications, setting up peripherals, and more. Whether you're a support technician or simply an ardent Mac user, you'll quickly learn and master the new features in Mac OS X 10.6. Including native support for Microsoft Exchange Server 2007, Following the Learning Objectives of the Apple Certified Support Professional exam, this self-paced book is a perfect guide for Apple's training and a first-rate primer for computer support personnel who need to troubleshoot and optimize Mac OS X as part of their jobs. Chapter review sections and quizzes summarize and reinforce acquired knowledge. The Apple Training Series serves as both a self-paced learning tool and the official curriculum for the Mac OS X and Mac OS X Server certification programs.

Mac OS X Support Essentials v10.6: A Guide to Supporting and Troubleshooting Mac OS X v10.6 Snow Leopard

Desktop and Portable Systems, Third Edition

macOS Support Essentials 10.12 – Apple Pro Training Series

OS X Support Essentials 10.11 – Apple Pro Training Series (includes Content Update Program)

OS X Support Essentials 10. 9: Supporting and Troubleshooting OS X Mavericks

A DIY Guide to Extending the Life of Your iDevices!

Apple iPhone is appreciated worldwide for Its Style, Ease of Use, and High Technology Brand. Do You Used to “Think Different”? Explore New Flagships of Apple - iPhone12 and iPhone PRO - in a Detailed Review of All Peculiarities and Features of These Models! Did you know that with iPhone12 you get everything at once - software consistency and forethought, superior performance and long-term support? It’s possible that Apple isn't perfect at absolutely everything. But none of the manufacturers offer the same customer service as this company and the same approach to customers. The Apple brand creates products that customers love. Its marketing has already become the standard for companies seeking global reach - marketing built on simplicity. That is why, even for the followers of other brands, it will be interesting to know what determines Apple's success. Smartphone users argue about what is better - iOS or Android. To make this choice for yourself, you need complete information: a book iPhone 12, iPhone PRO, and iPhone PRO Max User Guide by Simply your Guide will take you through the benefits of Apple’s operating system in the brand’s latest flagship. In this simple and detailed guide, you will: Explore what is the Big Difference – a groundwork of the Apple brand Know new features of innovative iOS14 - expanded functionality of the iPhone, new widgets, and other features Understand expediency of missing Home button – simplification and acceleration of control Master Apple Animoji – create own emojis and send cute emojis to everyone Get to know important tips and tricks - to enhance your enjoyment of using the new iPhone model And so much more valuable information and tips! Not everyone comprehend that Android is not a smartphone, but the platform that many modern smartphones use, and the iPhone is the very smartphone that uses the iOS platform. Both platforms are recognized by the audience, so let’s try to gain insight into this issue. Why not explore these innovative products of famous brand with “iPhone 12, iPhone PRO, and iPhone PRO Max User Guide: The Complete Step by Step Manual to Master”? Scroll up, Click on “Buy Now with 1-Click”, and Grab a Copy Today!

The only Apple-certified book on Mac OS X Server v10.6, this comprehensive reference takes support technicians and ardent Mac users deep inside this server operating system, covering everything from networking technologies to service administration, customizing users and groups, command-line service equivalents, and more. Keysto the Learning objectives of the Apple Certified Technical Coordinator certification exam, the lessons in this self-paced volume serve as a perfect supplement to Apple’s own training class and a first-rate primer for computer support personnel who need to support and maintain Mac OS X Server as part of their jobs. Self-quizzes reinforce lessons. The Apple Training Series serves as both a self-paced learning tool and the official curriculum for the Mac OS X and Mac OS X Server certification programs.

This is the official curriculum of the Apple Mojave 101: OS X Support Essentials 10.14 course and preparation for Apple Certified Support Professional (ACSP) 10.14 certification—as well as a top-notch primer for anyone who needs to support, troubleshoot, or optimize macOS Mojave. This guide provides comprehensive coverage of Mojave and is part of the Apple Pro Training series—the only Apple-certified books on the market. Designed for support technicians, help desk specialists, and ardent Mac users, this guide takes you deep inside macOS Mojave. Readers will find in-depth, step-by-step instruction on everything from installing and configuring High Sierra to managing networks and system administration. Whether you run a computer lab or an IT department, you’ll learn to set up users, configure system preferences, manage security and permissions, use diagnostic and repair tools, troubleshoot peripheral devices, and more—all on your way to preparing for the industry-standard ACSP certification. This is a step-by-step guide that works through lessons designed to teach practical, real-world tasks, with lesson files let you practice as you learn.

This is the official curriculum of the Apple Yosemite 101: OS X Support Essentials 10.10 course and preparation for Apple Certified Support Professional (ACSP) 10.10 certification—as well as a top-notch primer for anyone who needs to support, troubleshoot, or optimize OS X Yosemite. This guide provides comprehensive coverage of Yosemite and is part of the Apple Pro Training series—the only Apple-certified books the market. Designed for support technicians, help desk specialists, and ardent Mac users, this guide takes you deep inside the Yosemite operating system. Readers will find in-depth, step-by-step instruction on everything from installing and configuring Yosemite to managing networks and system administration. Whether you run a computer lab or an IT department, you’ll learn to set up users, configure system preferences, manage security and permissions, use diagnostic and repair tools, troubleshoot peripheral devices, and more—all on your way to preparing for the industry-standard ACSP certification. Covers updated system utilities and new features of OS X Yosemite. Features authoritative explanations of underlying technologies, troubleshooting, system administration, and much more. Focused lessons take you step by step through practical, real-world tasks. Lesson files and bonus material available for download-including lesson review questions summarizing what you’ve learned to prepare you for the Apple certification exam.

iOS 8 for the iPad is the biggest iOS release ever, and this all-new Missing Manual includes everything you need to know about iPad’s exciting features and new user interface. Missing Manual series creator David Pogue takes you on a guided iPad tour, complete with step-by-step instructions, crystal-clear explanations, and lots of tips, tricks, and surprises along the way. Learn how to sync and work on any file anywhere, on any device, with iCloud Drive Use Family Sharing to circulate your calendars, photos, iBooks, and iTunes and App Store purchases with those closest to you Track your activity, heart rate, and other fitness information with Health Connect to your other iOS devices and Mac like never before with Handoff, Messages, and Instant Hotspot With this beautiful full-color and easy-to-use book, you’ll discover how to get the most out of your iPad—everything from Web browsing to watching videos.

Mac Apex Technician

Mac Os Sierra: An Easy Guide to the Best Features

macOS Support Essentials 10.14 - Apple Pro Training Series

Apple Training Series

Macbook Pro 2016 for Seniors: The Complete Guide

A DIY Guide to Extending the Life of Your iDevices!

A guide to Mac computing essentials showcases the updated features of OS X, covering installation, integration, applications, networking, and troubleshooting.

The latest release by the mega-technology company, Apple Inc. comes in the form of the MacBook Pro laptop computer. This novel and innovative device was first released to the public by Apple Inc. CEO, Tim Cook in October of 2016. The MacBook Pro is available for purchase in 13 and 15 inch models and designed to satisfy the needs of users on both the professional and the personal level. This latest piece of technology was redesigned and constructed on the strengths of the earlier models. Since its release, it has been lauded for its enhanced as well as its new features. The 15-inch model of the MacBook Pro boasts a Touch Bar and Touch ID sensor for maximum security and user convenience. Both models are equipped with between 256 and 512 gigabytes of storage and LED—backlit display with the new IPS technology. The MacBook Pro is available for purchase in two colored options; Silver and Space Grey.

This is the official curriculum of the Apple Yosemite 201: OS X Server Essentials 10.10 course and preparation for Apple Certified Technical Coordinator (ACTC) 10.10 certification—as well as a top-notch primer for anyone who needs to implement, administer, or maintain a network that uses OS X Server on Yosemite. This book provides comprehensive coverage of OS X Server and is part of the Apple Pro Training series—the only Apple-certified books on the market. Designed for help desk specialists, technical coordinators, and entry-level system administrators, this guide teaches you how to install and configure OS X Server on Yosemite to provide network-based services. You’ ll also learn to use tools for efficiently managing and deploying OS X Server. In addition to learning key concepts and experiencing hands-on, practical exercises throughout, the book also covers the learning objectives to help you prepare for the industry-standard ACTC certification. Provides authoritative explanations of OS X Server setup and management on Yosemite. Focused lessons take you step by step through practical, real-world exercises. Lesson review questions summarize what you learn to prepare you for the Apple certification exam. Lesson files available for download—including lesson

The MacBook Pro is the latest version of their MacBook computer system from Apple Incorporated. This is a great device that was originally released to the public by the Apple CEO Tim Cook in October 2016. It is available in two monitor sizes, the 13 and 15 inch screens. It was made to meet the needs of all users for their professional and personal levels. The latest version of the device has been redesigned and constructed on the same architecture as the earlier models. It has received many praises for the new features which it contains. The larger screen model, also comes with a Touch Bar and Touch ID sensor for greater security and the convenience of the user. The both models have between 256 and 512GB of storage and the LED backlit display with the latest technology. It is available for purchase in two different color options: Space Grey and Silver. It has amazing processing power with great abilities.

The Apple-Certified Way to Learn macOS Support Essentials 11 , the official book for macOS support, is a top-notch primer for anyone who needs to support, troubleshoot, or optimize macOS Big Sur, such as IT professionals, technicians, help desk specialists, and ardent Mac users. This is the only Apple Pro Training Series book that covers Big Sur. Youll find in-depth, step-by-step instructions on everything from upgrading, updating, reinstalling and configuring macOS Big Sur to setting-up network services like the Content Caching service. This book covers updated system utilities and new features in macOS Big Sur, including security and privacy enhancements, Control Center and Notification Center, Safari, system extensions, macOS Recovery, Startup Security Utility, and the Signed System Volume (SSV). This book includes the following content: Authoritative explanations of underlying technologies, troubleshooting, system administration, and much more Focused lessons that take you step by step through practical, real-world tasks A Web Edition that provides the full text of the book online The Apple Pro T Training Series is Apples official self-paced learning resource. Books in this series offer downloadable lesson files and an online version of the book. Additional information on this and other books in this series can be found at www.peachpit.com/apple . For more on certification, visit training.apple.com .

Supporting and Troubleshooting MacOS Big Sur

OS X Server Essentials 10. 10: Using and Supporting OS X Server on Yosemite

Enterprise Mac Administrators Guide

Mac OS X Directory Services v10.6: A Guide to Configuring Directory Services on Mac OS X and Mac OS X Server v10.6 Snow Leopard

The Complete Step by Step Manual To Master Iphone 12 And Ios 14

A Definitive Manual to Administering and Optimizing the Latest Features of MacOS Catalina

Using a step-by-step, highly visual approach, Andrews/Dark Shelton/Pierce's bestselling COMPTIA A+ GUIDE TO IT TECHNICAL SUPPORT, 11th edition, teaches you how to work with users as well as install, maintain, troubleshoot and network computer hardware and software. Ensuring you are well prepared for 220-1101 and 220-1102 certification exams, each module covers core and advanced topics while emphasizing practical application of the most current technology, techniques and industry standards. You will study the latest hardware, security, Active Directory, operational procedures, basics of scripting, virtualization, cloud computing, mobile devices, Windows 10, macOS and Linux. The text provides thorough preparation for the certification exam -- and your future success as an IT support technician or administrator. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

iPad: The Missing Manual

Supporting and Troubleshooting OS X Yosemite

OS X Server Essentials 10.9

Mac OS X Support Essentials

A Veterinary Technician's Guide to Exotic Animal Care