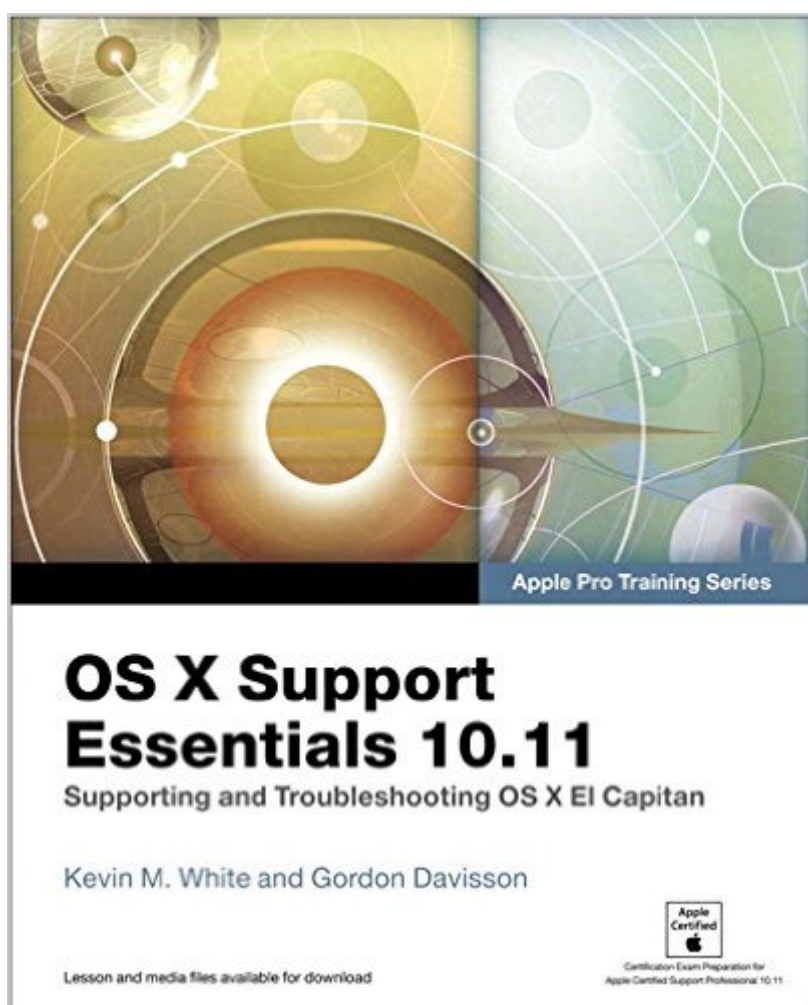


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# OS X Support Essentials 10.11 - Apple Pro Training Series (includes Content Update Program): Supporting And Troubleshooting OS X El Capitan



## Synopsis

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.Â

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. Â As Apple updates features of OS X El Capitan, sections of this book may be updated or newÂ 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 beÂ accessed with any Internet connection. For details about accessing the Web Edition, please see the "About This Guide" section of your book.

## Book Information

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## Customer Reviews

I still have not finished the book, I'm up to Lesson 9 (there are 26 lessons total), but so far so good. I will update once I'm done with the book or if I find another errata on the book. The book is easy to follow and the exercises make you practice the material just learned. I recommend going to the Peachpit website to register the book and download the exercises. There are also some lesson reviews and guides to configure a server for the exercises. You will need to have at least one Apple computer that you can reconfigure or reinstall to do most of the exercises. I solved the issue by creating two virtual machines, one as server and one as client. There is an Errata regarding Keychain Access application and exercises in Lesson 7 and 8. Apple has retired the First Aid tab in Keychain Access/Preferences. Please refer to <https://support.apple.com/en-us/HT205637> Keychain Access Available for: OS X El Capitan v10.11 and v10.11.1 Impact: A malicious application may be able to masquerade as the Keychain Server. Description: An issue existed in how Keychain Access interacted with Keychain Agent. This issue was resolved by removing legacy functionality. The exercises are not possible to complete since the First Aid tab is no longer there.

....Excellent reading; even-though somewhat technical in some areas....but over all very well written...and good details... ;) Just wish there were more PROBLEM "scenarios" demonstrated and more common solutions...etc. ? However there are plenty of references so readers can follow-upon solving many needed self-searching problem solving....not to mention "The Apple Community Support" website that is mentioned throughout manual... So overall I gave a 4 STAR (might have given 5 stars...if there were "more" common solutions offered to common problems...etc... ;) -Enjoy & Good Luck...-HartOtex... ;)

Book is very good but if you want to find more about questions from the real exam, download iLearn: Advance ACSP on your Mac or iOS device and you will have all questions and answers. Have fun !!! playing with your Mac and read the Tips.

If you wanted to learn all you ever needed to know to become an expert on Macs this is the book to get. Well worth the price and I buy the new version every year it comes out. A must have for techs and enthusiasts

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