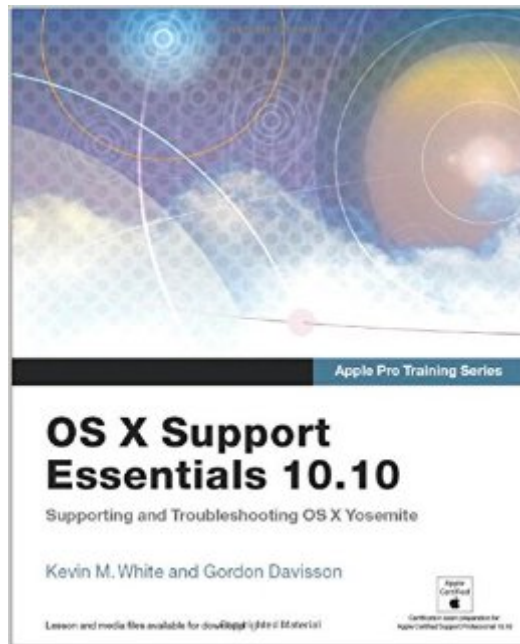


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# Apple Pro Training Series: OS X Support Essentials 10.10: Supporting And Troubleshooting OS X Yosemite



## Synopsis

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.

## Book Information

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## Customer Reviews

Clear and understandable guide to the Yosemite 10.10 Apple Operating System. This is a guide requiring some technical competence as it is intended for training technical support personnel (and for preparing for a certification exam), but it is surprisingly "readable" with strong adherence to topics, providing relevant information without swamping the reader with confusing tangents (as is all too common in technical books). Even for those who just want a more detailed understanding of the OS without plans for certification, etc., it is a useful book that helps to provide behind-the-scenes context for much that users take for granted on an Apple computer. The book is never boring and contains many "tips" and shortcuts that are useful even for those who skip the most technical parts. Excellent book.

This book opens the door for anyone that wants to understand more about OS X. Some books only gloss over the underlying features of OS X but this book allows you to have hands on exercises and at the same time increases your understanding of a very complex and easily used operating system.

This is good at telling you how to get under the hood on Mac OS X 10,10 (Yosemite). Not too dry or hard to understand. I found it easy to find what I needed to know. Saved me a few calls to tech support. Lacks the humor or appeal of David Pogue's Missing Manual books. Far more comprehensive though.

Good book, If you want more info about question from ACSP exam. If you want to pass the exam without spending additional 200\$ for ACSP 10.10 you can download iLearn: Advance ACSP application on your iPhone/iPad this help me a lot to pass the exam with 90%. To study and understand Mac you need to answer all questions read the answer and explanation and also TEST ON YOUR MAC COMPUTER, so with experiment with your Mac you will learn how it will be in real environment. It help me pass the exam and learn some new thing. To pass the exam you need 73% correct answers <https://itunes.apple.com/us/app/ilearn-advance-acsp/id1028919138?mt=8> Good luck I hope this help you

Great price and service.

I really like this book. I would recommend I use as a reference.

This is the right book I was looking for, thank you.

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