

## Appendix B

# Additional Resources

This appendix contains a list of relevant Apple Knowledge Base articles and recommended documents related to the topic of each lesson. The Knowledge Base is a free online resource ([www.apple.com/support](http://www.apple.com/support)) containing the very latest technical information on all the Apple hardware and software products.

You can check for new and updated Knowledge Base documents at [www.apple.com/support](http://www.apple.com/support). We strongly encourage you to read the suggested documents and search the Knowledge Base for answers to any problems you encounter.

### Lesson 1

There are no additional resources for this lesson.

### Lesson 2

#### **Firmware and Startup**

HT2568, “Determining BootROM or firmware version”

HT1237, “EFI and SMC firmware updates for Intel-based Macs”

HT2213, “About the Firmware Restoration CD (Intel-based Macs)”

HT1310, “Startup Manager: How to select a startup volume”

#### **System Installation**

HT1159, “Mac OS X versions (builds) for computers”

HT2186, “Don’t install a version of Mac OS X earlier than what came with your Mac”

TS2986, “OS X: Cannot install on a volume used by Time Machine for backups”

TS3926, “OS X Lion: Installer reports ‘This disk cannot be used to start up your computer’”

HT4649, “OS X: “Some features of Mac OS X are not supported for the disk (volume name)” appears during installation”

HT3258, “About incompatible software (Mac OS X v10.6, OS X Lion, OS X Mountain Lion)”

### **URLs**

Full OS X Mountain Lion features list: [www.apple.com/osx/whats-new/features.html](http://www.apple.com/osx/whats-new/features.html)

Apple Support Tech Specs: <http://support.apple.com/specs/>

OS X Mountain Lion installation specifications: [www.apple.com/osx/specs/](http://www.apple.com/osx/specs/)

OS X Mountain Lion support: [www.apple.com/support/osx/](http://www.apple.com/support/osx/)

## **Lesson 3**

### **Setup Assistant**

HT4796, “About Windows Migration Assistant”

HT4889, “How to use Migration Assistant to transfer files from another Mac”

HT4774, “About diagnostic and usage data in OS X Lion and Mountain Lion”

### **URLs**

Managing OS X with Configuration Profiles:

[http://training.apple.com/pdf/wp\\_osx\\_configuration\\_profiles.pdf](http://training.apple.com/pdf/wp_osx_configuration_profiles.pdf)

## **Lesson 4**

### **OS X Recovery**

HT4718, “OS X: About OS X Recovery”

HT4904, “Computers that can be upgraded to use OS X Internet Recovery”

HT4848, “OS X: About Recovery Disk Assistant”

HT1310, “Startup Manager: How to select a startup volume”

## Lesson 5

### Software Updates

HT1338, “OS X: Updating OS X and Mac App Store apps”

HT1222, “Apple security updates”

### URLs

Apple Support Downloads website: <http://support.apple.com/downloads/>

## Lesson 6

### User Account Management

HT1528, “Enabling and using the ‘root’ user in Mac OS X”

HT4798, “OS X: Apple ID can be used to reset your user account password”

HT4788, “How to create a Login window banner in OS X Lion”

PH11313, “OS X Mountain Lion: Remove parental controls from a user”

PH11471, “OS X Mountain Lion: Manage a user with parental controls”

## Lesson 7

### User Home Folders

HT5230, “OS X Mountain Lion: Options for web sharing”

### Migrate and Restore Home Folders

PH11069, “OS X Mountain Lion: Restore a deleted user”

HT4796, “About Windows Migration Assistant”

HT4889, “How to use Migration Assistant to transfer files from another Mac”

## Lesson 8

### System Security

PH10624, “OS X Mountain Lion: Tips for creating secure passwords”

HT4798, “OS X: Apple ID can be used to reset your user account password”

HT5403, “About Location Services in OS X Mountain Lion and Safari 6”

HT4774, “About diagnostic and usage data in OS X Lion and Mountain Lion”

PH10580, “OS X Mountain Lion: Protect your Mac”

PH11101, “OS X Mountain Lion: Keep your information safe”

### Legacy FileVault

TS4184, “OS X Lion: Unable to log in to FileVault-protected user account after network migration from 10.6”

### URLs

Safari security features overview, [www.apple.com/safari/features.html#security](http://www.apple.com/safari/features.html#security)

## Lesson 9

### Keychain

TS1544, “Resetting your keychain in Mac OS X”

PH4909, “OS X Mail: About keychain passwords in Mail”

PH7297, “Mac OS X 10.6: Adding certificates to a keychain”

PH7283, “Mac OS X 10.6: Using your keychain on another computer”

## Lesson 10

### General File System

HT2355, “Mac OS X: About file system journaling”

HT1375, “About disk optimization with Mac OS X”

**URLs**

NTFS-3G + Ntfsprogs software provides full support for NTFS: [www.tuxera.com/community/ntfs-3g-download/](http://www.tuxera.com/community/ntfs-3g-download/)

Wikipedia entry comparing file systems: [http://en.wikipedia.org/wiki/Comparison\\_of\\_file\\_systems](http://en.wikipedia.org/wiki/Comparison_of_file_systems)

## Lesson 11

**FileVault 2**

HT4790, “OS X: About FileVault 2”

PH3683, “OS X Lion: About FileVault disk encryption”

PH4584, “OS X Lion: If you can’t enable FileVault for a disk”

HT5077, “OS X Lion: How to create and deploy a recovery key for FileVault 2”

TS4271, “Valid Kerberos ticket not issued if using an 802.1x Login Window profile when FileVault 2 is enabled”

HT4718, “OS X: About OS X Recovery”

HE57, “Contacting Apple for support and service”

## Lesson 12

**Ownership and Permissions**

TS1402, “Unable to move, unlock, modify, or copy an item in Mac OS X”

HT2963, “Troubleshooting permissions issues in Mac OS X”

HT1452, “About Disk Utility’s Repair Disk Permissions feature”

**URLs**

Wikipedia overview of UNIX-style permissions: [http://en.wikipedia.org/wiki/Filesystem\\_permissions](http://en.wikipedia.org/wiki/Filesystem_permissions).

## Lesson 13

### File System Troubleshooting

HT1782, “Using Disk Utility to verify or repair disks”

HT1526, “You can’t empty the Trash or move a file to the Trash”

HT2528, “Intel-based Macs: ‘You have inserted a disk containing no volumes that Mac OS X can read’ alert message”

### Permissions Troubleshooting

HT2963, “Troubleshooting permissions issues in Mac OS X”

### URLs

DriveSavers, a popular hard disk recovery service for Macs, [www.drivesaversdatarecovery.com](http://www.drivesaversdatarecovery.com)

## Lesson 14

There are no additional resources for this lesson.

## Lesson 15

### Font Management

- ▶ HT2435, “Mac OS X: Font locations and their purposes”

## Lesson 16

### Spotlight

- ▶ TA23187, “Mac OS X 10.4: Where does Spotlight search?”
- ▶ HT2409, “Spotlight: How to re-index folders or volumes”

## Lesson 17

There are no additional resources for this lesson.

## Lesson 18

### Time Machine

- ▶ HT3275, “Time Machine: Troubleshooting backup issues”
- ▶ TS2986, “OS X: Cannot install on a volume used by Time Machine for backups”
- ▶ HT4878, “OS X Lion: About Time Machine’s ‘local snapshots’ on portable Macs”
- ▶ HT5096, “Time Machine: How to transfer backups from the current backup drive to a new backup drive”
- ▶ PH11210, “OS X Mountain Lion: Keep your Time Machine backup disk secure”
- ▶ PH11101, “OS X Mountain Lion: Keep your information safe”

### Time Capsule

- ▶ HT1175, “Backing up with Time Capsule for the first time”
- ▶ HT1170, “Time Capsule: Time Machine backups do not mount”
- ▶ HT5097, “Time Machine: How to transfer Time Machine backups from one Time Capsule to a different one”

### URLs

Apple Time Capsule wireless base station: [www.apple.com/timecapsule](http://www.apple.com/timecapsule)

## Lesson 19

### Mac App Store

TS3624, “Troubleshooting the Mac App Store”

PH11391, “OS X Mountain Lion: What is an Apple ID?”

HT2534, “Creating an iTunes Store, App Store, iBookstore, and Mac App Store account without a credit card”

HT1338, “OS X: Updating OS X and Mac App Store apps”

### **Application Environments**

HT3258, “About incompatible software (Mac OS X v10.6, OS X Lion, OS X Mountain Lion)”

DL1572, “Java for OS X 2012-005”

HT5293, “About X11 and OS X Mountain Lion”

### **Application Security**

HT3662, “About file quarantine in OS X”

HT5290, “Mountain Lion: About Gatekeeper”

PH11432, “OS X Mountain Lion: Protect your Mac from malware”

### **URLs**

Mac App Store support website: [www.apple.com/support/mac/app-store/](http://www.apple.com/support/mac/app-store/)

Apple ID management website: <https://appleid.apple.com/>

OS X architectural overview: <http://developer.apple.com/technologies/mac>

Cocoa application environment: <http://developer.apple.com/technologies/mac/cocoa.html>

Carbon application environment: <http://developer.apple.com/carbon/>

Apple open source software initiatives: <http://developer.apple.com/opensource/>

Oracle Corporation’s main Java website: <http://java.com/>

XQuartz X Window System for OS X: <http://xquartz.macosforge.org>

MacPorts project open source collection: [www.macports.org/](http://www.macports.org/)

## **Lesson 20**

### **Auto Save**

HT4753, “OS X Lion: About Auto Save and Versions”

### **iCloud**

TS3991, “iCloud: Troubleshooting Documents in the Cloud”

HT4942, “iCloud: About using iWork for iOS and iCloud”



**URLs**

iCloud web interface: [www.icloud.com](http://www.icloud.com)

**Lesson 21****Application Troubleshooting**

TS3938, “OS X Lion: Application icon has a prohibitory sign, or ‘PowerPC applications are no longer supported’ appears”

HT3258, “About incompatible software (Mac OS X v10.6, OS X Lion, OS X Mountain Lion)”

HT1342, “Using Activity Monitor to read System Memory and determine how much RAM is being used”

HT1199, “Mac OS X: How to troubleshoot a software issue”

HT4774, “About diagnostic and usage data in OS X Lion and Mountain Lion”

**Application Accessibility**

HT1343, “Mac OS X keyboard shortcuts”

HT3786, “VoiceOver command differences between Mac OS X v10.6 and Mac OS X v10.5”

**URLs**

Apple Accessibility resource: [www.apple.com/accessibility/](http://www.apple.com/accessibility/)

Apple VoiceOver resource: [www.apple.com/accessibility/voiceover/](http://www.apple.com/accessibility/voiceover/)

Apple online widget site: [www.apple.com/downloads/dashboard/](http://www.apple.com/downloads/dashboard/)

**Lesson 22****URLs**

Wikipedia entry about the OSI reference model: [http://en.wikipedia.org/wiki/OSI\\_model](http://en.wikipedia.org/wiki/OSI_model)

IEEE’s searchable database of OUIs used for MAC addresses: <http://standards.ieee.org/regauth/oui/index.shtml>

Wikipedia entry for CIDR notation: [http://en.wikipedia.org/wiki/Classless\\_Inter-Domain\\_Routing](http://en.wikipedia.org/wiki/Classless_Inter-Domain_Routing)

[Classless\\_Inter-Domain\\_Routing](http://en.wikipedia.org/wiki/Classless_Inter-Domain_Routing)

Wikipedia entry about the Internet protocol suite: [http://en.wikipedia.org/wiki/Internet\\_protocol\\_suite](http://en.wikipedia.org/wiki/Internet_protocol_suite)

Wikipedia entry about DNS: [http://en.wikipedia.org/wiki/Domain\\_Name\\_System](http://en.wikipedia.org/wiki/Domain_Name_System)

Wikipedia entry about DHCP: <http://en.wikipedia.org/wiki/Dhcp>

## Lesson 23

### Network Configuration

PH10874, “OS X Mountain Lion: Connect to the Internet”

PH11195, “OS X Mountain Lion: Set advanced networking options”

HT4772, “Accessing 802.1X networks in OS X Lion”

## Lesson 24

### General Networking

TS1629, “‘Well-known’ TCP and UDP ports used by Apple software products”

HT3994, Mac OS X: How to capture a packet trace”

### Network Troubleshooting

HT1714, “Solutions for connecting to the Internet, setting up a small network, and troubleshooting”

HT4628, “Troubleshooting Wi-Fi issues in OS X Lion and Mac OS X v10.6”

HT3821, “Mac OS X 10.6 Snow Leopard: The AirPort status menu (AirPort Menu Extra) FAQ”

TS1843, “Mac OS: Troubleshooting ‘A connection failure has occurred,’ ‘The specified server could not be found’ or Similar Messages

HT5343, “OS X: How to reset the DNS cache”

TS3798, “Internet connection does not work with an IP address space of 169.254.xxx.xxx from ISP, router, or manual configuration”

TS2756, “iOS: Troubleshooting Personal Hotspot”

**URLs**

Apple networking support website, [www.apple.com/support/networking/](http://www.apple.com/support/networking/)

**Lesson 25****Network Applications**

TS1629, “‘Well known’ TCP and UDP ports used by Apple software products”

PH11880, “Safari 6 (OS X Mountain Lion): Certificates and secure websites”

HT1277, “Configuring Mail for your email account (Mac OS X v10.5 and later)”

HT2008, “Helpful iChat articles and information”

HT1507, “Using iChat with a firewall or NAT router”

**File Sharing Services**

HT4700, “Connecting to legacy AFP services.”

HT4794, “OS X Lion: Guidelines for connecting to a DFS namespace via SMB”

**URLs**

The Apple Safari web browser: <http://www.apple.com/safari>

The Apple shared calendars website: <http://www.apple.com/downloads/macosx/calendars>

The Group Logic ExtremeZ-IP AFP server for Windows: <http://www.grouplogic.com>

**Lesson 26****Shared Services**

HT2250, “Bonjour: Frequently asked questions (FAQ)”

HT2370, “Apple Remote Desktop: Configuring remotely via command line (kickstart)”

HT5287, “DVD or CD sharing: Using Remote Disc”

HT3774, “About Wake on Demand.”

HT5230, “OS X Mountain Lion: Options for web sharing”

HT4783, “OS X: Can I use AirDrop with my computer?”

### **Firewall**

TS1629, “‘Well known’ TCP and UDP ports used by Apple software products”

HT1810, “Mac OS X v10.5, 10.6: About the Application Firewall”

HT4245, “Using FaceTime and iMessage behind a firewall”

### **URLs**

Official Zeroconf dynamic network discovery service website: <http://www.zeroconf.org>

The Apple Back to My Mac support site: <http://www.apple.com/support/icloud/back-to-my-mac/>

## **Lesson 27**

### **Peripheral Technologies**

HT1151, “USB and FireWire Quick Assist”

TA26476, “FireWire: Frequently Asked Questions”

HT5219, “Thunderbolt ports and displays: Frequently asked questions (FAQ)”

HT3039, “What you can do with Bluetooth wireless technology”

HT4241, “About Mini DisplayPort to HDMI adapters”

HT3235, “Monitor and Display Adapter Table”

### **Peripheral Troubleshooting**

PH11408, “OS X Mountain Lion: If a Thunderbolt device isn’t working”

HT5371, “OS X Mountain Lion: Supported digital camera RAW formats”

### **URLs**

Official USB Implementer’s Forum resource website: [www.usb.org](http://www.usb.org)

Official 1394 Trade Association (FireWire) website: [www.1394ta.org](http://www.1394ta.org)

Official Intel Thunderbolt website: [www.intel.com/technology/io/thunderbolt/index.htm](http://www.intel.com/technology/io/thunderbolt/index.htm)

Official Bluetooth Technology Information website: [www.bluetooth.com](http://www.bluetooth.com)

## Lesson 28

### Printing

HT4670, “Mac 101: Printing (OS X Lion)”

HT3669, “OS X: Printer and scanner software available for download”

### URLs

Official CUPS print server resource website: <http://www.cups.org>

Your Mac computer’s local CUPS management website: <http://localhost:631>

## Lesson 29

### Sleep Modes

HT1757, “Progress bar appears after waking from sleep”

HT5394, “Mountain Lion: About Power Nap”

### URLs

Official Unified Extensible Firmware Interface (UEFI) resource website: <http://www.uefi.org>

rEFIt alternative EFI booter with advanced features website: <http://refit.sourceforge.net>

## Lesson 30

### Startup Shortcuts

HT1533, “Startup key combinations for Intel-based Macs”

HT1343, “Mac OS X keyboard shortcuts”

HT1310, “Startup Manager: How to select a startup volume”

### Firmware

HT2341, “Intel-based Mac Power-On Self-Test RAM error codes”

HT1237, “EFI and SMC firmware updates for Intel-based Macs”

HT2213, “About the firmware restoration CD (Intel-based Macs)”

**General Startup**

HT2674, “Intel-based Mac: Startup sequence and error codes, symbols”

HT1564, “What is Safe Boot, Safe Mode?”

TS4235, “OS X Lion: How to perform a Safe Boot if FileVault 2 is enabled”

TS1388, “Isolating issues in Mac OS X”

PH11041, “OS X Mountain Lion: If you have problems with startup items”

TS4348, “OS X Mountain Lion: Computer returns to the login window”