

# Apple Pro Training Series: OS X Support Essentials 10.10 Updates & Errata

Apple Pro Training Series: OS X Support Essentials 10.10  
By Kevin M. White and Gordon Davisson  
ISBN-13: 978-0-13-401471-5  
First print run  
February 4, 2015

Please note: Page numbers refer to the print book and PDF version of the eBook only. Corrections may already be included in eBook versions. *For reference, corrected versions of the pages below follow at the end of this document.*

## Table of Contents:

Misprint in exercise number in Lesson 26 (page xvi):  
“28.3 Troubleshoot the Print System”  
Should be “26.3 Troubleshoot the Print System”

## Lesson 2:

Misprint in Exercise 2.4, “Connect to Mainserver” section, step 3 (page 74):  
“opy the folder by choosing Edit.”  
Should be “Double-click the Public folder to open it.”

## Lesson 6:

Misprint in Reference 6.1, Third paragraph, first sentence (page 157):  
“...items at the root or (begging) level...”  
Should be “...items at the root or (beginning) level...”

## Lesson 10:

Exercise 10.3, “Reset Chris Johnson’s Password” section, steps 8 & 9 (page 306):  
The dialog handled in step 9 *may* appear before the one one handled in step 8. Changing order of steps and adding clarifying text to address. Steps should be:

**8** If you are prompted, enter the password for Chris’s login keychain (the password for the iCloud account or whatever you chose when you created the account).

NOTE ► You may get this prompt either before or after the following step if at all.

**9** When you are notified that the system was unable to unlock your login keychain, click Continue Log In.

## Lesson 15:

Misprint in Reference 15.1, “AppleDouble File Format” section, first “Note” in section, second sentence (page 427):  
“In fact, to acquire the Windows XP screenshot shown here...”  
Should be “In fact, to acquire the Windows 8 screenshot shown here...”

## Lesson 19:

Misprint in path in Exercise 19.2, “Create and Locate Preview Preferences” section, step 6, third paragraph, first sentence:  
“...~/Library/Preferences/Containers/...”  
Should be “...~/Library/Preferences/Containers/...”  
(Note that this does not affect the exercise.)

## Lesson 26:

Misprint in exercise number (pages 896 and 897 in the page header):  
“Exercise 28.3 Troubleshoot the Printing System”  
Should be “Exercise 26.3 Troubleshoot the Printing System”

## System Management

<b>Lesson 25</b>	Peripherals and Drivers. . . . .	837
Reference 25.1	Peripheral Technologies. . . . .	837
Reference 25.2	Manage Bluetooth Devices. . . . .	844
Reference 25.3	Peripheral Troubleshooting. . . . .	848
Exercise 25.1	Examine Peripherals via System Information. . . . .	854
<b>Lesson 26</b>	Print and Scan. . . . .	857
Reference 26.1	Print System Architecture. . . . .	857
Reference 26.2	Print and Scan Configuration. . . . .	860
	Sharing Printers. . . . .	868
Reference 26.3	Managing Print Jobs. . . . .	870
Reference 26.4	Print System Troubleshooting. . . . .	879
Exercise 26.1	Configure Printing. . . . .	882
Exercise 26.2	Manage Printing. . . . .	887
Exercise 26.3	Troubleshoot the Printing System. . . . .	896
<b>Lesson 27</b>	System Troubleshooting. . . . .	899
Reference 27.1	System Initialization . . . . .	899
Reference 27.2	User Session. . . . .	907
Reference 27.3	Sleep Modes, Logout, and Shutdown. . . . .	910
Reference 27.4	Startup Shortcuts. . . . .	916
Reference 27.5	System Initialization Troubleshooting . . . . .	919
Reference 27.6	User Session Troubleshooting. . . . .	923
Exercise 27.1	Examine System Startup. . . . .	924
Exercise 27.2	Use Single-User Mode. . . . .	925
	Index. . . . .	931

Look for the server named Mainserver in the Shared section of the sidebar. If Mainserver is not shown, click All to view all the shared items.

- 2 Select Mainserver. If you had to click All in the previous step, you will have to double-click the Mainserver icon.



- 3 Double-click the Public folder to open it .

### Copy the StudentMaterials Folder to Your Computer

- 1 Inside the Public folder, select (single-click) the StudentMaterials folder.
- 2 Copy the folder by choosing Edit > Copy “StudentMaterials”, by pressing Command-C, or by Control-clicking the folder and choosing Copy “StudentMaterials” from the shortcut menu.
- 3 Open the Macintosh HD (either from your desktop or the Finder window’s sidebar).
- 4 Open the Users folder.
- 5 Open the Shared folder.
- 6 Paste the StudentMaterials folder into the Shared folder by choosing Edit > Paste Item, by pressing Command-V, or by Control-clicking in the Shared folder and choosing Paste Item from the shortcut menu.

This creates a copy of the student materials on your computer. If your instructor has included software updates in the student materials, it may take several minutes to download them. You do not need to wait for it to finish.

- 7 Drag your copy of the StudentMaterials folder to the right side of the dividing line in the Dock. (The Dock is divided into two sections; the left side holds applications, and the right side holds folders and documents.) Be sure to place it between other entries (so it is added to the Dock) rather than over another entry (which would move it into that folder).

## Lesson 6

# User Home Folders

Aside from the initial account attributes, like the account name and password, every other item the user is likely to create or need is stored in that user's home folder. As mentioned earlier, the default location for a locally stored user home folder is `/Users/<name>`, where `<name>` is the user's account name.

### Reference 6.1 Home Folder Contents

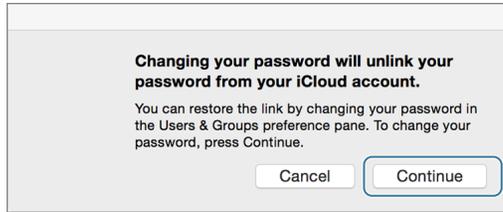
When a new user account is created, the system generates a home folder that contains several default folders. Users can create additional folders to store their items, but it's best practice for them to keep all personal files in their home folder using the default locations. Most applications suggest an appropriate default folder, while others don't even ask users, and simply use the assigned default folder.

All the contents of the default folders inside a user's home folder are viewable only by that user, with the exception of the Public folder. Other users can view the contents of the Public folder, but they cannot add items or make changes, except to put files in the Drop Box folder. Others can add files there, but they cannot see its contents.

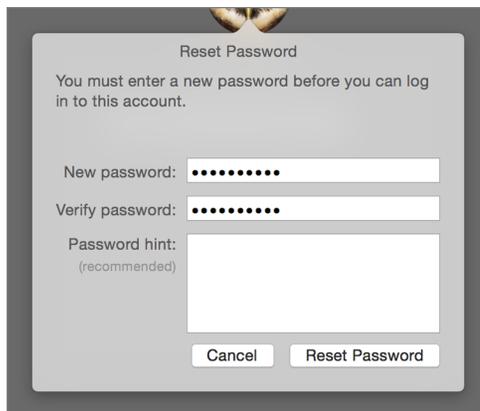
It's important to note that, by default, other users are able to view items at the root (or beginning) level of any user's home folder. This is necessary in order to allow other users to navigate into the Public folder. However, this also means that if you store any items at the root of your home folder, other users will be able to see those items. Of course, you can change all these defaults by adjusting file and folder access permissions, as outlined in Lesson 11 "Permissions and Sharing".

### GOALS

- ▶ Understand user home folder layout and contents
- ▶ Delete users and archive home folder content
- ▶ Migrate and restore a user's home folder



- 6 Click Continue to unlink the account password.
- 7 In the Reset Password dialog, enter **chrisvault** in the “New password” and “Verify password” fields, and then click Reset Password.



You are now logged in to Chris’s account. Since his password has been reset, you receive the warning that the system was unable to unlock his login keychain.

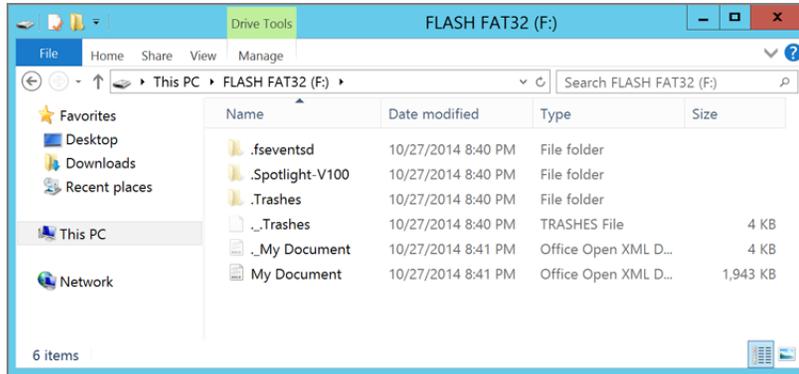
- 8 If you are prompted, enter the password for Chris’s login keychain (the password for the iCloud account or whatever you chose when you created the account).

**NOTE** ► You may get this prompt either before or after the following step if at all.

- 9 When you are notified that the system was unable to unlock your login keychain, click Continue Log In.

### Restore Chris Johnson’s Original Password

To avoid confusion for the rest of the exercises, you will now change Chris Johnson’s password back to “chris.”



**NOTE** ► Recent Windows systems default to automatically hiding these dot-underscore files. In fact, to acquire the Windows 8 screenshot shown here, showing hidden files had to be manually enabled.

OS X includes a method for handling metadata on SMB network shares from NTFS volumes that doesn't require the AppleDouble format. The native file system for current Windows-based computers, NTFS, supports something similar to file forking known as alternative data streams. The Mac file system writes the metadata to the alternative data stream, so the file appears as a single item on both Windows and Mac systems.

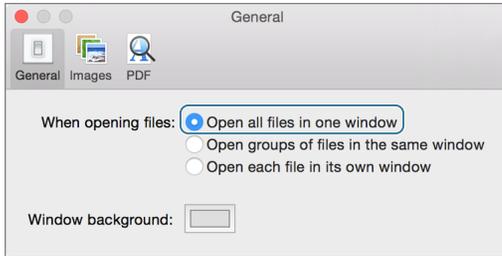
**NOTE** ► OS X always reverts to using dot-underscore files when writing to FAT volumes, some Xsan volumes, and older NFS shares.

## Reference 15.2 Spotlight Search

With Spotlight on OS X, you can perform nearly instantaneous searches that go wider and deeper than any other desktop computer search technology. For any query, Spotlight can go beyond simple file system searches and actually find relevant information from inside local documents, application function results, and even Internet sources.

### Simple Spotlight Search

OS X Yosemite introduces a redesigned Spotlight interface that combines the search results list and search results preview into a new Spotlight window that appears in the center of the screen. However, you can still initiate a search by clicking the Spotlight (spyglass) icon at the top-right corner of the screen or by using the default keyboard shortcut, Command-Space bar.



5 Close the Preferences window, and quit Preview.

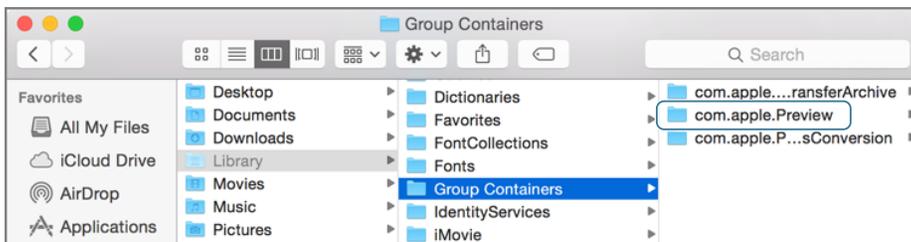
6 In the Finder, open ~/Library.

Remember that since the user Library folder is invisible, the easiest way to navigate to this folder is to hold down the Option key and choose Go > Library.

Preview is a sandboxed app, so its real preference file is not in the ~/Library/Preferences folder but in a sandbox container. See “Reference 14.1 OS X File Structure” on page 401 for more details about sandbox containers.

If Preview stored its preferences in its private sandbox container, they would be in ~/Library/Containers/com.apple.Preview/Data/Library/Preferences. But since Preview provides the Markup extension and needs to share its preferences with that extension, it stores its preferences in an application group container instead.

7 In the ~/Library folder, open the Group Containers folder.



There is a com.apple.Preview folder inside Group Containers. In this case, the application group has the same identifier as the application. If it didn't, you might have to use Spotlight to find the relevant group container.

8 Navigate down to Group Containers/com.apple.Preview/Library/Preferences, and select the com.apple.Preview.plist file.

## Exercise 26.3

### Troubleshoot the Printing System

#### ▶ Prerequisites

- ▶ You must have created the Local Admin (“Exercise 2.1 Configure a New OS X System for Exercises” on page 60 or “Exercise 2.2 Configure an Existing OS X System for Exercises” on page 63) and Chris Johnson (“Exercise 5.1 Manage User Accounts” on page 145) accounts.
- ▶ You must have at least one print queue set up on your computer.

Troubleshooting printing involves understanding what goes on during the print process. In this exercise, you will examine the logs that are available from the print system as well as how to completely reset the printing configuration if needed.

#### Examine the CUPS Logs

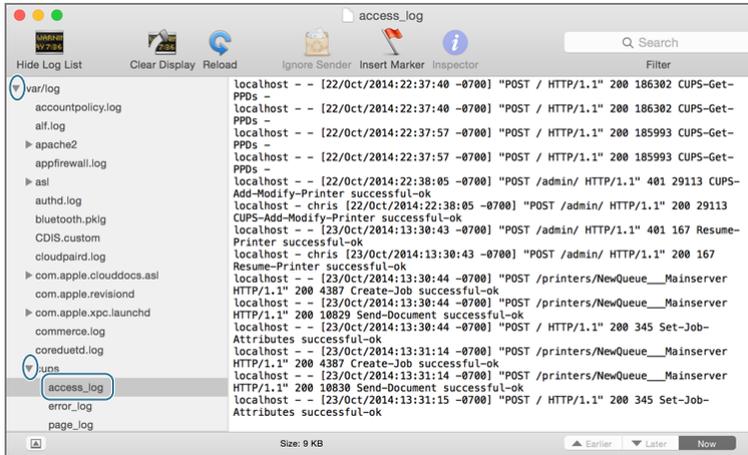
OS X tracks many different events, including printing, through logs. You can view logs of both system and user events in the Console application. In this exercise, you will use Console to view the available CUPS logs.

- 1 If necessary, log in as Chris Johnson.
- 2 Open Console from the Utilities folder. If necessary, click Show Log List in the toolbar to see the list of log locations.
- 3 Click the disclosure triangle next to `/var/log` to display the list of logs, and then click the disclosure triangle next to `cups`.

Because the CUPS logs are located in the hidden folder `/var/log` in the OS X file system, they are displayed under `/var/log` in the Console window.

- 4 Click `access_log` in the list.

If you have printed, as you did previously, entries appear in the access log. There are also entries in the page log for each job. The access log shows interactions with the CUPS service, whereas the page log shows actual print jobs. Commands sent to CUPS appear here as well, though not exactly as you entered them at the command line.



- 5 Click `page_log` and examine its contents.
- 6 If there is an `error_log` file, view it as well.
- 7 Quit Console.

### Reset the Printing System

If you can't print to your printer and you've tried other solutions, you can restore the printing system to "factory defaults" by resetting it. This process deletes all printers from your printer list, all information about all completed print jobs, and all printer presets. Because this completely resets information, it's likely to be your last option, rather than your first.

- 1 Open System Preferences, and click Printers & Scanners.
- 2 If necessary, click the lock icon, and authenticate as Local Admin.
- 3 Hold the Control key, and click in the printer list.
- 4 Choose "Reset printing system" from the menu that appears.