macOS : Technical Support

Prepared for : YOUR ORGANISATION
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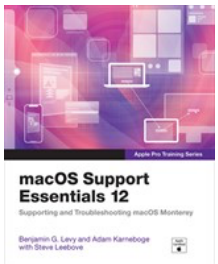
Document Revision notes

2024-12	References and mods for macOS 14 Sonoma
2023-01	Updates for macOS 12 Monterey and 13 Ventura
2021-10	Terminal earlier in chapters, update for "zsh" default shell, fix typos.

Overview

1. Installation
2. File System
3. Terminal
4. Users
5. Apps
6. Preview, graphics files and PDFs
7. Networking
8. Boot sequence (Intel)
9. macOS Recovery on Apple Silicon###
10. Security Built-in
10. launchd
11. BEFORE END OF DAY
12. macOS Features
13. Automator and Shortcuts##
14. Troubleshooting
15. Admin tools
16. Intel vs Apple Silicon
17. Apple Device Support Exercises

As this technical training activity is not recognized by Apple, I encourage all participants to get their hands on the "final" book of the series by Apple :
macOS Support Essentials 12 - Supporting and Troubleshooting macOS Monterey



This book, either in paper, PDF or web version, was THE reference used in official certified trainings. Co-author Arek Dreyer writes a detailed blog article on **why the macOS 12 book is the last version**, instead being replaced by an online course offered free by Apple since November 2022. See last chapter of this document.

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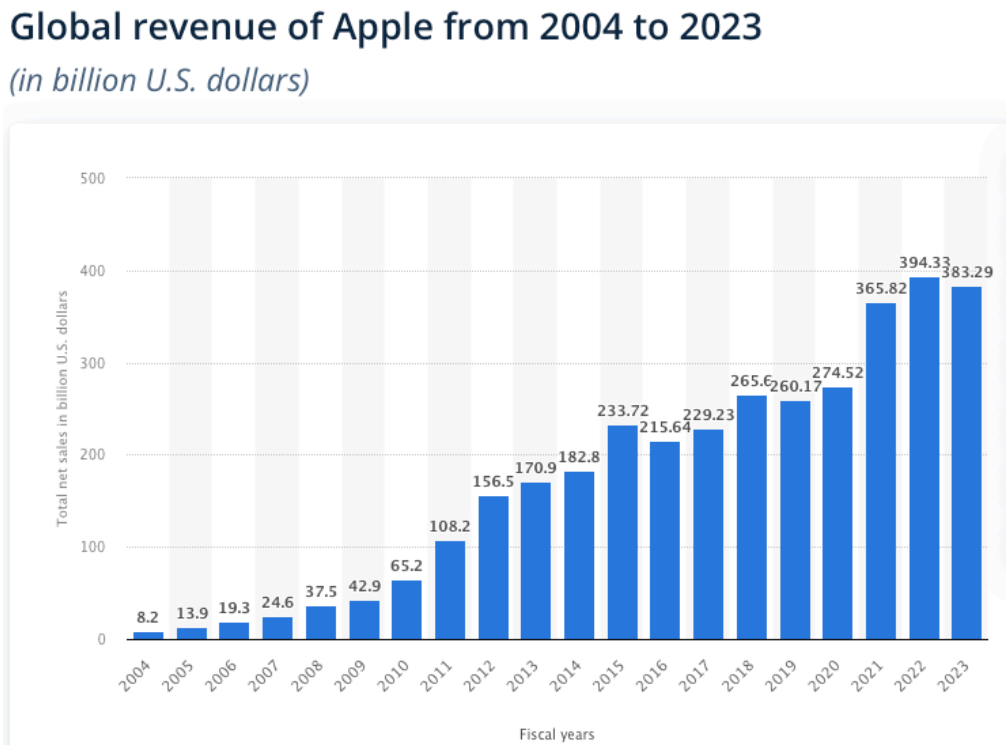
Update your résumé

While this is not an Apple Certified course, you will certainly get new information on this operating system. Do update your résumé to reflect these new skills and knowledge on macOS. Something like "2-day macOS Support course provided by Mario Blais, Apple Certified Trainer, (date)".

UNIX, Long Story Short

Look at this looooong printout that resumes this system's history. Wikipedia does have an extensive and very interesting exposé on the system's history throughout its 50+ years already !! Read there how many systems you've encountered and/or used in your tech life. :-)

And a graphic of Apple's revenues from 2004 to 2024, in billions of US dollars. **Estimated 2022 revenues** at more than 394 billion US$.



(statista 2023)

Your Questions

Please feel free to ask any question of class interest on this system.