Mac management made easy.

Apple Server, Support, and Training Solutions

Network-based policy management.
Remote client assistance—from anywhere.
Support products for fast issue resolution.
Training and certification at every level.
Users with the powerful computing features they need.

With more and more Mac computers on campus, you're encountering new questions and unexpected issues. Not to worry. Just as Apple products are easy to use, they're also surprisingly easy to manage. Want to learn more? Apple offers a lineup of resources designed to help you manage and support the Mac users across your institution.

Mac OS X
Self-sufficiency built in.

The simplicity of managing Mac computers starts with the Mac itself. In fact, with a host of network-aware features built into Mac OS X, Mac users are likely to be the most self-sufficient users in your organization.

Automatic networking. By specifying network settings in Location Manager, users of Mac notebook computers can move from one location to another without reconfiguring their system with every move. Once a location is set up, a user simply selects that location, and the system switches to the user's preferences for that environment.

Automatic discovery. Bonjour is a networking protocol that enables computers, devices, and services on IP networks to be discovered automatically. Computers and devices with Bonjour automatically broadcast their services and listen for

services being offered for the use of others—so Mac users can "see" available printers or another Mac available for file sharing. There's no need to enter IP addresses or configure DNS servers.

Automatic software updates. As long as users have an Internet connection, Mac OS X automatically performs regular checks for Apple software updates. In addition to new versions of system software, Apple also releases a stream of free software updates to enrich your users' computing experience. Institutions can also host their own software updates using Mac OS X Server (see next page).

Automated backups. Time Machine is automatic backup software built into Mac OS X. It not only keeps an up-to-date copy of your users' system files, applications, accounts, preferences, music, photos, movies, and documents, but it also remembers how their systems looked on a given day—so they can revisit their Mac as it appeared in the past and recover files as they once were. To start using Time Machine, users need only connect a Mac to an external hard drive (sold separately).* Time Machine can even use Mac OS X Server as a network target.

Built-in drivers. Your users can connect cameras, printers, camcorders, or phones to their Mac and start using them right away. That's because Mac OS X comes prepared with the drivers for most peripheral devices—just about any device that uses USB, FireWire, Ethernet, or Bluetooth—even if the packaging doesn't say it works with Mac.

For more information about these and other features built into Mac OS X, visit **www.apple.com/macosx**.
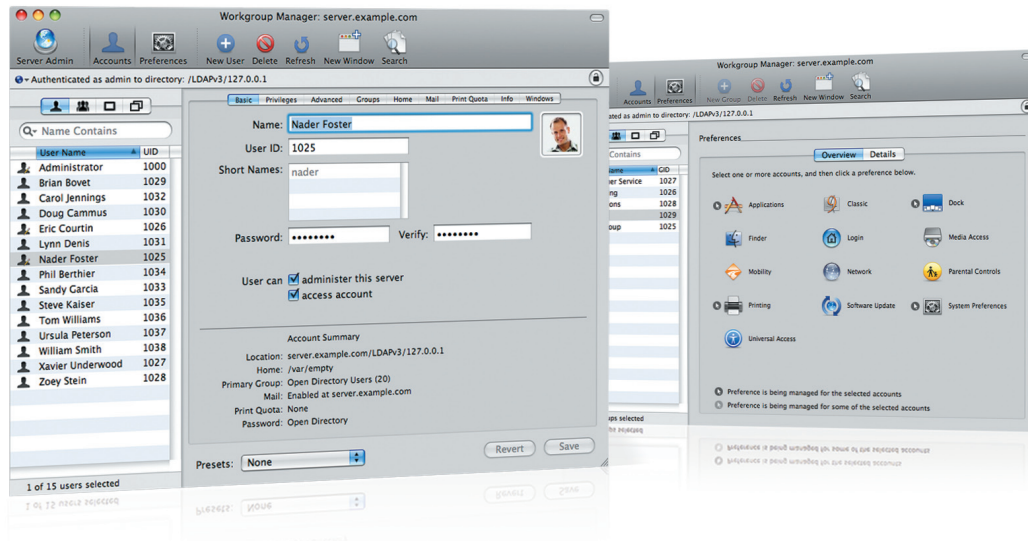
Mac OS X Server
Powerful client management services.

The sixth major release of Apple's award-winning server operating system, Mac OS X Server v10.5 Leopard, is built on a fully compliant UNIX foundation—providing the stability, performance, and security your organization requires. Add to that a suite of easy-to-use management tools, and you have a powerful solution for managing the Mac clients on your network.

Standards-based directory services. Mac OS X Server relies on Open Directory, a directory and authentication services architecture, for storing and sharing user accounts, settings, and authentication data. Based on the open LDAP standard, it integrates with other LDAP servers and even into environments that use proprietary services such as Microsoft's Active Directory.

Management of policies and preferences. Workgroup Manager simplifies system administration—and gives you greater control—with directory-based management of Mac computers and users across your network. You can create standardized desktop configurations; establish password policies; and control access to hardware, software, and network resources. Clients can automatically bind to the network directory server, which establishes the user account and sets preferences.

Network home directories. You can also use Workgroup Manager to provide network-based home directories, so users can access their personal files and settings from any computer on the network—including Mac, Windows, or Linux systems. Network home directories also provide an easy way for users to store and back up files, while disk quotas enable you to prevent abuse of server storage.

Portable accounts. Users of notebook computers can have both a local home folder and a network home folder that automatically sync whenever the computer connects to the network. With external accounts stored on a portable FireWire or USB drive, users can access a synced home folder simply by plugging the drive into any system on the network. The accounts can be fully managed using Workgroup Manager and protected using FileVault.

Software update control. Mac OS X Server includes a software update server that allows you to control how and when users download Apple software, enabling access to approved software updates only. A local caching software update server also streamlines network use, saving the costs of multiple downloads of the same update and reducing unnecessary bandwidth consumption.

Centralized startup disks. The NetBoot service in Mac OS X Server enables multiple Mac systems to boot from a single server-based disk image, instead of from their internal hard drive. This allows you to create a standard configuration and deploy it on all of the desktop systems in a department or classroom—or host multiple images customized for different groups. Updating the disk image on the NetBoot server updates all of these systems automatically the next time they restart.

Networkwide software deployment. NetInstall provides an easy method for upgrading all of your Mac clients to Mac OS X v10.5 Leopard all at once. And by creating server-based disk images with custom configurations, you can easily upgrade or restore Mac clients anywhere on your network—saving time and eliminating the expense of distributing software on DVD or FireWire drives.

System imaging. Creating disk images for NetBoot or NetInstall services is easy. The System Image Utility gives you an intuitive workflow-based interface for creating disk images. Choose from a preloaded library of actions for specifying settings, additional software packages, and installation procedures—then save them as a workflow that builds the installation image.

For more information about Mac OS X Server, visit **www.apple.com/server/macosx.**

Apple Remote Desktop
Desktop management made easy.

Apple Remote Desktop comprises a suite of integrated tools that facilitate a wide range of essential IT tasks. As the name implies, Apple Remote Desktop gives you the power to work remotely—so you can accomplish more in less time, without ever needing to leave your desk and often without interrupting your users.

Software distribution. Apple Remote Desktop makes it easy to install software and perform updates on all your Mac computers simultaneously. Just initiate the process and Apple Remote Desktop does the rest, including restarting systems when required. Using Apple or third-party tools, you can create custom packages for installation onto remote systems. You can even specify successive installations for multiple software packages. Best of all, the only computer you have to touch is your own.

Asset management. Need to know what applications are being used on your network, who is using which systems, and exactly what is installed on every Mac? Apple Remote Desktop can perform detailed searches and collect data on more than 200 hardware and software attributes for each Mac computer on your network. With the data stored in an SQL database, you can quickly generate comprehensive reports—or integrate with other data sources, such as help desk trouble-ticketing systems.

Remote administration. Apple Remote Desktop gives you the freedom to perform administration tasks—configure systems, run applications, empty the Trash, log out current users, lock screens, and even wake systems and put them to sleep—from the comfort of your own office. For minimum user disruption, you can schedule your tasks to run during off-hours. Just save the settings, and Apple Remote Desktop initiates the process at the scheduled time. You also have the power to execute UNIX shell scripts and commands on remote client systems.

Remote assistance. Screen-sharing capabilities enable you to observe or control any number of remote Mac or Virtual Network Computing (VNC)–enabled computers, including Windows, Linux, and UNIX systems. You can drag and drop files, copy and paste text and images, or even use Curtain Mode to conceal sensitive information from end users. When a user needs assistance, you take control of any individual screen and view the remote desktop in full-screen mode.

Startup disk control. When you combine these remote control capabilities with the power of NetBoot or NetInstall in Mac OS X Server, you can set up any number of computers or manage software installations and upgrades for an entire classroom or lab at once. Just specify a NetBoot or NetInstall image as the startup disk and restart the systems remotely. There's no need to configure each system individually.

Mobile computer management. Use the Task Server in Apple Remote Desktop to specify tasks to execute on clients that aren't currently available on the network. For example, it can perform software installations on mobile systems when they connect back to the network. It can also collect system profiles from Apple Remote Desktop clients and serve as a central repository for cached report data.

For more information about Apple Remote Desktop, visit **www.apple.com/remotedesktop.**

Apple Support Products
Rapid issue resolution.

To improve user response times and help you manage resources more efficiently, Apple offers a range of AppleCare service and support products.

AppleCare Help Desk Support. This one-year support plan gives two technical contacts priority access to Apple's senior technical support staff—covering an unlimited number of support incidents for software installation, launch, and use; hardware and software diagnosis and troubleshooting; and issue isolation for Apple-based solutions. Your contacts also receive graphical user interface–level assistance with Mac OS X Server network configuration and server administration. A valuable library of AppleCare Help Desk Tools for diagnosing and troubleshooting Apple hardware is included as well.

Mac OS X Server Software Support. In addition to the complimentary 90 days of up-and-running support, Apple offers three levels of consultative phone and email support for Mac OS X Server, providing advanced, enterprise-level support for server operation, network configuration, and migration and integration issues. Whether you have occasional questions or need assistance on a regular basis, Apple has a plan to fit your requirements. Each plan provides one year of coverage.

- **Select** covers up to 10 incidents; additional incidents can be purchased as needed.

- **Preferred** covers an unlimited number of incidents and includes a technical account manager assigned to your organization.

- **Alliance** covers an unlimited number of incidents at multiple locations and includes an onsite review by an Apple technical support engineer.

Every Mac OS X Server Software Support plan includes AppleCare Help Desk Support.

For more information about AppleCare support products, including terms and conditions, visit **www.apple.com/server/support.**

Apple Professional Services. Whether you need to develop custom solutions, build networks using Mac OS X Server, or integrate Mac clients into multiplatform environments, Apple Professional Services can meet your needs.

Choose from two types of offerings: The Apple Rapid Deployment Team can help you deploy business-critical tasks and make sure that you understand your technology investment. Apple Professional Services also provides large-scale project management and custom development services.

For more information about Apple Professional Services, visit **www.apple.com/education/services.**

Training and Certification
Direct from the Mac experts.

Apple's in-depth curriculum teaches you everything you need to know to plan, support, maintain, and integrate Mac OS X and Mac OS X Server into your network—supporting a tiered certification path for support professionals, technical coordinators, and system administrators. To prepare for an exam, take a class from an Apple Certified Trainer, or learn at your own pace with the Apple Training Series books.

Training courses. A combination of lecture, demonstration, and hands-on exercises, these dynamic classes are taught by Apple Certified Trainers with real-world experience. You can choose to attend classes at an Apple Authorized Training Center near you or purchase onsite delivery at your institution.

For support and technical personnel:
- Mac OS X Support Essentials v10.5
- Mac OS X Server Essentials v10.5

For system administrators:
- Mac OS X Server Essentials v10.5
- Mac OS X and Mac OS X Server Directory Services v10.5*
- Mac OS X and Mac OS X Server Deployment v10.5*
- Mac OS X and Mac OS X Server Advanced Administration v10.5*

* Available mid-2008. Mac OS X Server v10.4 coverage based on demand.

Self-paced learning. Take control with Apple Training Series books, a key part of Apple's official certification curriculum. These comprehensive resources guide you step by step through real-world projects, and lesson-review quizzes reinforce the knowledge you gain along the way—the perfect preparation for certification exams.

- **Mac OS X Support Essentials.** This detailed overview prepares you to support and troubleshoot Mac systems, covering everything from installation to networking technologies.

- **Mac OS X Server Essentials.** This comprehensive reference prepares you to install and configure Mac OS X Server. It covers the fine points of networking technologies, service administration, customizing users and groups, and setting up web hosting and collaborative services such as wikis and blogs.

- **Mac OS X System Administration Reference.** This technical reference guide provides in-depth information on Apple technical architecture and system administration topics, including Directory Services integration, Mac OS X Server deployment, account management best practices, security best practices, and more.

For information about these and other Apple courses, training resources, and certification programs, visit **training.apple.com.**

MacEnterprise. This vibrant online community of system administrators shares information and solutions to support Mac computers and servers in multiplatform environments—collaborating through articles, tips, webcasts, and presentations. Visit **www.macenterprise.org**.