Mac Support

Welcome to SCS Computing Facilities Mac support.

We are an **Apple-Authorized Self-Service-Provider**:

- Our technicians are Apple certified and able to perform local on-campus service repairs for all Apple Mac Mini, iMac, and MacBook systems.
- Authentic Apple repair parts are provided directly from the manufacturer. In most cases we can complete hardware repairs in one business day with Apple's overnight shipping policy.

To utilize SCS Mac support services:

- Your system must be an Intel-based Mac running Mac OS X 10.6.8 or later.
- Your system must be a CMU-owned asset with the appropriate CMU asset tag.
- You must pay a monthly subscription fee for the level of service desired (details at [http://www.cs.cmu.edu/~help/support_charges/index.html](http://www.cs.cmu.edu/~help/support_charges/index.html))
- At present we do not offer a Bring Your Own Device service model. Thus personally owned equipment cannot be supported at any level.
- All desktop and mobile computing systems offered at the CMU Computer Store are recommended for use within the SCS Computing Facilities Mac environment:
  
  [http://www.cmu.edu/stores/computer/Hardware/AppleProducts/index.html](http://www.cmu.edu/stores/computer/Hardware/AppleProducts/index.html)

Mac Enterprise Architecture

SCS Computing Facilities utilizes JAMF Software’s Casper Suite of tools for Mac management that enables the delivery of premium support options to the SCS Mac Community. All new hosts with software support deployed within the environment are enrolled in this service.

Some benefits of this service include:

- Ability to launch simple user-directed OS upgrades
- Access to all SCS software via a Self Service App Store
- Easy search for and installation of all SCS printers
- Access to Apple’s self repair and diagnostic utilities.
Simply click the “Self Service” icon located in the Applications folder or from the Launchpad on your Mac to get started.

**Note:** In order to take advantage of this service offering, current Mac users must have hosts that are subscribed to software support and complete enrollment for this service. Contact help@cs.cmu.edu for more information on how to enroll your existing host.

**Self Service App Store**

The Self Service App Store, found in the Applications folder or Launchpad on your Mac, is your gateway to the new suite of Mac-centric services offered to the SCS Community.
Software Installation

Access to all software provided to the SCS Mac Community is available via the Self Service App Store. In the Self Service App Store you’ll find all of our software packaged for use within the SCS environment. There is no need to worry about license files or clumsy, long registration codes as these have all been rolled into the installation package.

Upon launching the Self Service App Store, you will see our **Featured** Software section that highlights the most popular and most recently updated applications used in our environment. The right pane of the Self Service App Store has a category listing that will facilitate software browsing. You also have the option of searching for an application using the search box located in the upper right hand corner.

When a desired app is located, simply click on ‘Install’ to launch the installation process. OS X will prompt you for the credentials of the profile that you are currently using. The installation process will then begin and can be tracked in the status bar window at the top of the App Store. You will also see an “In Progress” entry in the left pane.

Printer Access and Installation

In the Self Service App Store you can browse all printers administered by SCS Computing Facilities. To browse Public Printers accessible by anyone with an SCS User Account, select ‘Public Printers’ from the right pane. You may also search for printers located in a specific office by entering an office number in the search box in the upper right-hand corner (“GHC 6604” for example.) Once you’ve located the printer you prefer simply click on “Install” and you will see the process to install the printer launch. You need only to follow any default prompts to complete the process.
Office-specific private printers are listed in the ‘All Printers’ category. Again these printers can be browsed alphabetically or you can search based upon specific criteria.

Note that valid search criteria can include any of the following individual items: printer name, location, feature description (color, duplex, tabloid, etc.) and so forth. (At present searching on multiple criteria is not available.)

OS X Upgrades

SCS Computing Facilities currently supports the following Mac OS X versions:

- OS X 10.6.8 (Snow Leopard)
- OS X 10.7.x (Lion)
- OS X 10.8.x (Mountain Lion)

Users have two options when upgrading from one OS to another:

- A request may be submitted to help@cs.cmu.edu and an SCS Mac Technician will perform the upgrade.
- Upgrades may be performed on demand by the user at his or her convenience by accessing the desired OS upgrade via the Self Service App Store as described below.

From the right pane of the Self Service App Store, select ‘OS X Upgrades’. Note that only upgrades for which you are eligible will appear. For example, if you are already running OS X Mountain Lion, the option to upgrade to Mountain Lion will not appear.
In the example above, the host running the Self Service App Store was configured with OS X 10.7 (Lion.) Thus the option to upgrade to Mountain Lion was visible and could be launched by selecting the “Upgrade” button.

PLEASE NOTE: The Self Service App Store also only displays available OS X upgrades when ALL upgrade criteria are met. In addition to a compatible OS upgrade path as discussed above, the target host must have enough disk space, meet minimum RAM requirements, etc. If an OS X upgrade is not visible to you in the Self Service App Store and you feel that it should be, please contact the SCS Help Desk for further assistance.

Also the OS X Upgrades section does not provide version updates (10.8.3 to 10.8.4 for example.) Version updates are acquired via the Software Update function that can be found in the ‘Self Repair’ section of Self Service App Store.

**Self Repair**

A few handy resources from Apple can resolve many technical glitches and OS problems. These are basic troubleshooting and diagnostic applications that correct the most common errors found within OS X and they can be found within the Self Repair Section of the Self Service App Store.

(All descriptions taken from Apple’s Support Pages.)

**Apple Software Update:** In addition to releasing new versions of system software at regular intervals, Apple also releases a stream of free software updates to enrich your computing experience. Mac OS X automatically checks weekly for software updates provided you have an Internet connection.

**Fix Permissions:** Disk Utility repairs the permissions for files installed by the Mac OS X Installer, Software Update, or an Apple software installer. It doesn’t repair permissions for your documents, your home folder, or third-party applications. For more information on troubleshooting permissions within OS X see [http://support.apple.com/kb/HT2963](http://support.apple.com/kb/HT2963).
**Verify Disk:** Disk Utility can verify your computer’s startup disk (volume) without starting up from another volume. This feature is called "Live Verification." For more information on the Verify Disk function within OS X see http://support.apple.com/kb/HT1782.

**Self Repair:** This is a set of utilities consisting of Fix Permissions and Verify Disk plus OS X periodic maintenance tasks scripted by Apple. For more information on these periodic maintenance Tasks see http://support.apple.com/kb/HT2319.
Support for Microsoft Windows Using Virtualization

For users wishing to run the Windows operating system on a supported Mac, SCS Computing Facilities utilizes Parallels Desktop for Mac.

- Users who will be subscribing to SCS Computing Facilities VM Software Support (minimum 6 month subscription) are provided with the standard SCS Windows 7 Enterprise configuration that includes all baseline applications (MS Office, Symantec Antivirus, etc.) Users are required to pay for the Parallels for Mac Desktop Software license.

- Users who do **NOT** subscribe to SCS Computing Facilities VM Software Support must purchase Parallels for Mac Desktop Software *as well as a Windows 7 operating system license*.

For more details on the services and fees associated with SCS Computing Facilities Virtual Machine support, visit:

http://www.cs.cmu.edu/~help/support_charges/vmcharges.html

*(Note: At this time **no other VM platforms** are supported for Mac-based systems.)*

Backup Support for Mac Systems

For information on automatic backup service for Mac, visit:

http://www.cs.cmu.edu/~help/backups_restores/mac_backups.html