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# 9L0-003

**Apple**

*Apple Desktop Service*

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**QUESTION: 1**

A Macintosh can start up from Mac OS X, but not from Mac OS 9. If you select the Mac OS 9 System Folder in the Startup Disk preference pane of Mac OS X, a flashing question mark appears on the screen when you restart the computer. What is one possible cause of this condition?

- A. The disk was reformatted using Disk Utility for Mac OS X, using the HFS Plus (extended) format instead of HFS format.
- B. The disk was reformatted using Disk Utility for Mac OS X, and the option to install the Mac OS 9 drivers was not selected.
- C. The disk was reformatted using Disk Utility for Mac OS X, using the HFS format instead of HFS Plus (extended) format.
- D. This Macintosh does not support booting into Mac OS 9.

**Answer: B**

**QUESTION: 2**

An eMac (USB 2.0) is displaying a flashing question mark at startup. When you start up the computer from a known-good bootable external FireWire hard drive the internal hard drive does not appear on the desktop. What is the recommended order in which to attempt the following troubleshooting steps on the internal hard drive?

- <1> Replace the hard drive.
- <2> Reinitialize the hard drive.
- <3> Replace the hard drive cable.
- <4> Verify the hard drive's cable connections.
- <5> Reinstall the software drivers for the hard drive.

- A. 1, 3, 4, 2, 5
- B. 2, 1, 3, 5, 4
- C. 3, 1, 4, 5, 2
- D. 4, 1, 5, 2, 3
- E. 5, 4, 2, 3, 1

**Answer: E**

**QUESTION: 3**

A customer states that he cannot access the Internet after connecting his new Power Mac G5 to his cable modem via Ethernet. Which of the following is most likely the cause of this problem?

- A. AppleTalk is not enabled on the computer's Ethernet port.
- B. The computer is not running the latest version of Mac OS X.
- C. A faulty cable was used to connect the computer and the cable modem.
- D. The cable modem's Ethernet port is not compatible with the computer's Ethernet port.

**Answer:** C

**QUESTION:** 4

What is the function of the PMU in an Apple desktop computer?

- A. The PMU controls all aspects of power flow.
- B. The PMU controls the speed of the hard drive.
- C. The PMU manages the amount of virtual memory used.
- D. The PMU manages all communication with attached peripherals.

**Answer:** A

**QUESTION:** 5

According to Apple service manuals, what steps should you take before performing any take-apart steps when replacing a part in any Apple product?

- A. Lay the product on its side so it will not fall over.
- B. Update the product's firmware to the latest version.
- C. Discharge the CRT and establish an ongoing ground.
- D. Gather all necessary tools and perform all preliminary steps.
- E. Order all available service parts for the appropriate configuration of the product.

**Answer:** D

**QUESTION:** 6

You require additional information about a specific problem with a customer's Power Mac G5. Which of the following would be the choice Apple recommends for you to research the problem and possibly locate a solution or workaround for the problem?

- A. Downloads
- B. Discussions
- C. User's Manual
- D. Knowledge Base

**Answer:** D

**QUESTION: 7**

A customer asks about RAM speed requirements to upgrade his eMac (USB 2.0). What Apple resource should you refer this customer to?

- A. Downloads
- B. User's Manual
- C. Specifications
- D. Service Manual

**Answer:** C

**QUESTION: 8**

Where is the BEST place to look for information about any special hardware repair tools required for disassembly of an Apple product?

- A. Discussions
- B. Service News
- C. User's Manual
- D. Service Manual

**Answer:** D

**QUESTION: 9**

Which section of the Power Mac G5 Service Manual is the BEST place to look for instructions for replacing a processor?

- A. Views
- B. Basics
- C. Take Apart
- D. Troubleshooting

**Answer:** C



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