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9L0-064

Apple

Mac OS X v10.8 Troubleshooting Exam

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QUESTION: 1

A technician suspects that an application unexpectedly quitting at launch has an unusable preference file. What is the expected behavior if the technician moves the preference file out of the Preferences folder?

- A. The application will continue to use the original preference file.
- B. A new default preference file will be created when the application launches.
- C. The old preference files will be automatically deleted when the application launches.
- D. The application will present a warning that the preference file is missing when it launches.

Answer: B

QUESTION: 2

Which system preference pane allows a user to enable the OS X Mountain Lion Firewall?

- A. Sharing
- B. Network
- C. Mission Control
- D. Security & Privacy

Answer: D

QUESTION: 3

Which of the following Macs support AirPlay Mirroring in OS X Mountain Lion?
SELECT ALL THAT APPLY

- A. Mac Pro (Mid 2010)
- B. Mac mini (Early 2009)
- C. MacBook Air (Mid 2011)
- D. MacBook Pro (Early 2011)
- E. MacBook (Late 2008 Aluminum)

Answer: C, D

QUESTION: 4

Burl is developing an application named DeaderEnd on a shared Mac at work. He wants to keep the application private until he has finished it. Which choice below will keep the application private?

- A. /Applications/DeaderEnd.app
- B. /Users/Shared/DeaderEnd.app
- C. /Users/Burl/Desktop/DeaderEnd.app
- D. /System/Library/Applications/DeaderEnd.app

Answer: C

QUESTION: 5

In which of the following scenarios would it be necessary to use Repair Disk Permissions in Disk Utility to resolve the issue?

- A. Computer fails to power on.
- B. Cannot complete an OS X Mountain Lion install.
- C. Cannot install any application into /Applications.
- D. Cannot open one Numbers document. Other Numbers documents open without issue.

Answer: C

QUESTION: 6

You suspect that a customer's MacBook Pro is failing to connect to a network because of a setting. Which technique is the most efficient way for you to test the MacBook Pro with default network settings?

- A. Create a new location in System Preferences > Network.
- B. Start the MacBook Pro from an external disk, or netboot image.
- C. Create a new user in the Users & Groups preferences pane and test in that user.
- D. Erase the customer's hard disk, reinstall OS X Mountain Lion, then create a new user.

Answer: A

QUESTION: 7

What should customers be aware of if they need to use Safari or reinstall OS X Mountain Lion when their Mac has been started from OS X Recovery?

- A. A valid Apple ID is required to use Safari on OS X Recovery.
- B. An internet connection is required to use Safari and reinstall OS X.
- C. A Mac must have at least 4GB of memory to reinstall OS X Mountain Lion.
- D. They must charge the Mac's battery to 100% before starting from OS X Recovery.

Answer: B

QUESTION: 8

What version of OS X Snow Leopard must be installed in order to upgrade to OS X Mountain Lion on a supported Mac?

- A. 10.6.1
- B. 10.6.3
- C. 10.6.4
- D. 10.6.8

Answer: D

QUESTION: 9

When looking at a Time Machine timeline, what visually indicates that a backup is a local snapshot rather than on a Time Capsule or backup disk?

- A. The backup timestamp is the only indication.
- B. The backups will be in a section labeled "Local Snapshots."
- C. The local snapshot backup is badged with a home folder icon.
- D. Local snapshots will appear on the timeline along with regular backups, distinguished by different colors.

Answer: D

QUESTION: 10

Dave has recently purchased a third party router, and now finds he can no longer host video chats. What section of the Messages Connection Doctor will allow him to detect if the router is configured correctly?

- A. Firewall



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