

QUESTIONS & ANSWERS

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Apple

9L0-064

Mac OS X v10.8 Troubleshooting

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QUESTION: 58

What feature of Os x Mountain Lion allows a customer to reset their forgotten login password without having to have a second admin user?

- A. Safe Boot.
- B. EFI reset mode.
- C. Verbose mode.
- D. Reset a password using an Apple ID.

Answer: D

QUESTION: 59

Tony just opened the box of a brand new MacBook Air. He would like to create a new iCloud account for this Mac. How can he quickly accomplish this goal?

- A. He can create a new OS X user, then launch Safari and go to iCloud .com to create an account.
- B. He can only create a new iCloud account onIOSdevices, so he must create the account on an iPhone, iPad, or iPod touch.
- C. He can create a new iCloud account during initial setup using the Create a Free Apple ID button.
- D. He can create a new OS X user, then open System Preferences > User & Groups > Click on the Create Apple ID button.

Answer: C

QUESTION: 60

A customer with an administrator account finds that she cannot access the Downloads folder in her home directory. The Finder displays the message: "The folder "Downloads" can't be opened because you don't have permission to see its contents." How can the customer quickly and easily correct these permissions issues with her Downloads folder?

- A. Open the Disk Utility and select repair disk permissions.
- B. Erase the hard disk and restore from a Time Machine backup.
- C. Startup in Single User mode and use command line tools to correct the permissions.

D. Select the Downloads folder in the Finder, then choose Get Info in the file menu. The folder permission can then be changed back to Read & Write in the Sharing & Permissions section.

Answer: D

QUESTION: 61

Richard purchased a new Thunderbolt drive. When he connects the drive to his iMac, the disk does not mount in Finder. What built-in tool should he use to troubleshoot the issue?

- A. Console
- B. Disk Utility
- C. Directory Utility
- D. Thunderbolt Setup Utility

Answer: B

QUESTION: 62

Which of the following is a supported destination for an OS X Mountain Lion installation?

- A. a hard disk or SSD without a partition scheme
- B. a hard disk or SSD with the MBR partition scheme
- C. a hard disk or SSD with the APM partition scheme
- D. a hard disk or SSD with the GUID partition scheme

Answer: D

QUESTION: 63



Examine the image above. Notice that the Wi-Fi status indicator is yellow. Complete the following statement about the status of the Wi-Fi service on this Mac. Wi-Fi service is _____.

- A. Inactive (off)
- B. Active and connected
- C. Active but not connected
- D. Inactive (hardware is missing)

Answer: C

QUESTION: 64

A user tries to launch an app named “Dangerous” on OS X Mountain Lion and sees the following warning: “Dangerous” comes from an unidentified developer. Your security preferences are set to block installation of applications from unidentified developers.” What can the user do to open the application?

- A. Delete the app and try downloading a fresh copy from the internet.
- B. Contact the vendor of the app and ask them to send a product registration key.
- C. Open the Mac App Store preferences, then change the Application Security settings.
- D. Control-click or right click the icon of the app, select Open from the contextual menu or select ‘Anywhere’ under System Preferences > Security & Privacy > General > Allow applications downloaded from:

Answer: D

QUESTION: 65

You would like to copy a 4 GB file from your MacBook Pro (Retina, Mid 2012) to a co-worker’s MacBook Air (Mid 2011). Both Macs have OS X Mountain Lion installed. Which method requires the least configuration?

- A. Transfer with AirDrop.
- B. Set up Bluetooth File Exchange.
- C. Use an ethernet cable and enable file sharing.
- D. Upload the file to an online file storage service, then download it.

Answer: A

QUESTION: 66

What is a kernel extension in OS X?

- A. A user specific software library.
- B. A place to store global system preference settings.
- C. A software driver that provides driver support for hardware, networking, and peripherals.
- D. The system for starting, stopping and managing daemons, applications, processes, and scripts.

Answer: C

QUESTION: 67

Your customer enabled FileVault 2. He also forgot the administrator password. How should you help this customer?

- A. Startup from OS X Recovery and choose the Unlock Disk option.
- B. Startup from OS X Recovery and open the Firmware Password utility.
- C. Inform the customer that he can unlock the disk using the recovery key created when FileVault 2 was enabled.
- D. Help the customer erase the hard disk and reinstall OS X Mountain Lion. All of the data is lost if a customer forgets the administrator password.

Answer: C

QUESTION: 68

Your customer runs her small business on an iMac with OS X Mountain Lion. She would like to keep her data secure with FileVault 2, but is worried that she will have to share her administrator password with the rest of the staff. How should you address this concern?

- A. The customer should enable the Automatic login feature in the User & Group preferences.
- B. This is a limitation of FileVault 2. The customer will have to share her password to use the feature.
- C. Ask the customer to disable FileVault 2 when others wish to use the computer, then re-enable it when they are done.
- D. The customer can give other user accounts the ability to unlock the disk in the Security & Privacy preferences when she enables FileVault 2.

Answer: D



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