

Apple

Exam 9L0-064

Mac OS X v10.8 Troubleshooting Exam

Version: 6.0

[Total Questions: 68]

Question No : 1

A MacBook Pro with OS X Mountain Lion installed is unresponsive after login. Your customer would like to search online Apple Support articles about this issue. How can she quickly accomplish this task?

- A. Startup from OS X Recovery and choose the Get Help Online option.
- B. Startup from a OS X Mountain Lion Install DVD and choose the Get Help Online option.
- C. In order to use Safari, the customer will have to restore the hard disk from a Time Machine backup.
- D. She must first install OS X Mountain Lion on an external disk, then use Safari to search Apple Support articles.

Answer: A

Question No : 2

If users have FileVault 2 enabled, Time Machine will automatically encrypt their backup. True or False

- A. True
- B. False

Answer: B

Question No : 3

Debra has purchased a new MacBook Pro. She set the Mac up without transferring any of her personal data. A few days later she realized she needs the contents of her previous machine's Users folder. How can she easily obtain the data from the older Macbook Air?

- A. Startup in OS X Recovery to open Migration Assistant.
- B. The customer will have to purchase Migration Assistant at the Mac App Store.
- C. Migration Assistant is stored in the Utilities folder and can be opened at any time.
- D. The customer should startup from OS X Recovery, then erase the disk and reinstall OS X Mountain Lion to start over and transfer their data.

Answer: C

Question No : 4

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 No : 5

Apple recommends the _____ volume format when setting up a Mac's hard disk for normal use.

- A. ExFat
- B. Mac OS Extended
- C. MS-NT File System
- D. Mac OS Extended (Journaled)

Answer: D

Question No : 6

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

Question No : 7

Which of the following is a valid choice in OS X Mountain Lion Security & Privacy settings for “Allow applications downloading from:”

- A. CDs & DVDs
- B. Apple Software only
- C. Mac App Store and CDs & DVDs
- D. Mac App Store and identified developers

Answer: D

Question No : 8

A customer would like to use target disk mode to transfer a large file from their Mac Pro using OS

X Mountain Lion to a friend’s MacBook Pro using OS X Snow Leopard. The Mac Pro’s hard disk is encrypted using FileVault 2. Which technique is the best to quickly transfer the file?

- A. Place the Mac Pro with OS X Mountain Lion into target disk mode then transfer the file using the Snow Leopard Finder.
- B. Place the MacBook Pro with Snow Leopard into target disk mode then transfer the file using the OS X Mountain Lion Finder.
- C. Turn off encryption on the Mac Pro with OS X Mountain Lion, when de-encryption is finished place it into target disk mode and transfer the file using the Snow Leopard Finder.
- D. Use live partitioning in the Disk Utility to create a non-encrypted volume on the Mac Pro. Copy the file to that volume, then place the Mac Pro into target disk mode and transfer the file using the Snow Leopard Finder.

Answer: B

Question No : 9

You are troubleshooting an application which bounces in the dock for a few seconds, then stops without launching or displaying an error message. What built-in utility is best for

displaying application and system messages that are not shown to a user?

- A. Logger
- B. Console
- C. Terminal
- D. System Information

Answer: B

Question No : 10

Arthur has purchased a new MacBook Pro and has decided to sell his MacBook. Both Macs have OS X Mountain Lion installed and iCloud configured with Arthur's Apple ID. What privacy precaution should he be aware of before selling his MacBook?

- A. While connected to the internet, he should deselect Find My Mac and sign out of iCloud to remove the MacBook from his iCloud device list.
- B. He must reinstall OS X Snow Leopard before selling the MacBook to remove it from his iCloud device list.
- C. He must download the iCloud device utility to remove the MacBook from his iCloud device list.
- D. If he uses OS X Recovery to erase the disk the MacBook will automatically be removed from the iCloud device list.

Answer: A

Question No : 11

Valerie uses OS X Mountain Lion on her MacBook Pro and completed a Time Machine backup just before her vacation. She accidentally deleted an important file that she was updating during the trip and did not bring the backup drive with her. How can she use Time Machine to recover the file?

- A. Boot to OS X Recovery and choose Restore files from a Time Machine Backup.
- B. Hold the option key then click the Finder Go menu and choose Local Snapshots.
- C. The file can only be restored when she returns home and has access to the backup hard drive.
- D. Restore the file from a local snapshot by entering Time Machine, finding the file, and clicking Restore.