Apple

Exam 9L0-062

Mac OS X v10.6 Troubleshooting Exam

Version: 6.1

[Total Questions: 65]

Question No : 1

Which one of the following is a physical port that appears in the Network preference pane?

A. VPN
B. 6 to 4
C. PPPoE
D. FireWire

Answer: D

Question No : 2

To configure iCal in Snow Leopard to connect to a Microsoft Exchange server with auto-discovery, the user needs a valid _____ and _____.

A. calendar url/ password
B. server path / port setting
C. email address / password
D. admin username / password

Answer: C

Question No : 3

Which of the following scenarios is most appropriate to use Repair Permissions in Disk Utility?

A. Computer fails to turn on.
B. Cannot complete a Snow Leopard install.
C. Cannot installany application into /Applications.
D. Cannot open one Numbers document. Other Numbers documents open without issue.

Answer: C

Question No : 4

Which is a valid troubleshooting step to resolve a customer's complaint that his Time Machine backup takes a long time?

A. Quit unused applications.
B. Purchase a larger backup drive.
C. Reselect the drive as your backup drive.
D. Remove non-Time Machine files from your backup drive.

Answer: A

Question No : 5

Which built-in application can be used for troubleshooting connectivity with a digital SLR camera?

A. iMovie
B. Console
C. Photo Booth
D. Image Capture

Answer: D

Question No : 6

While troubleshooting a printing issue you notice that the print queues have jobs that are stuck and cannot be deleted. What built in feature would allow you to clear all print queues and start over?

A. Queue Utility
B. Options & Supplies
C. Reset Printing System
D. Print Sharing Preferences

Answer: C

Question No : 7

If a user would like Address Book to sync with a valid Google or Yahoo account, what information will the user need? SELECT ALL THAT APPLY

A. password
B. email address
C. server port settings
D. LDAP server address
E. CalDav server address

Answer: A,B

Question No : 8

Which THREE of the following are changes made to the Snow Leopard installation process to make it simpler and more reliable? SELECT THREE

A. The Archive and Install option has been removed.
B. The installation process avoids mismatches between applications and frameworks.
C. Snow Leopard preserves user data without retaining a duplicate copy of Mac OS X files.
D. It is required to start a Mac from the Snow Leopard install DVD to begin the install process.
E. Apple no longer recommends running Software Update after the installation of Snow Leopard.
F. The installer will identify software that is incompatible with Snow Leopard and deletes it duringinstallation.

Answer: A,B,C

Question No : 9

A(n) _____ account user can create, delete, modify accounts, install software, and change system settings.

A. Guest
B. Standard
C. Sharing Only
D. Administrator

Answer: D