

Apple

Exam 9L0-066

OS X Yosemite Troubleshooting Exam

Version: 6.0

[Total Questions: 65]

Question No : 1

Marilyn wants to know which apps on her Mac store documents in iCloud. Where can you direct Marilyn to view apps that store documents and data in iCloud?

- A. Select iCloud Drive from the Finder sidebar and click the Applications folder.
- B. Log into iCloud.com and click Settings to view supports applications.
- C. Select iCloud Drive from the Applications folder.
- D. Click iCloud in System Preferences and then click on iCloud Drive Options

Answer: D

Question No : 2

Your customer asks, "What version of OS X do I have to have installed on my older Mac so I can download OS X Yosemite from the App Store?" Which of the following is the correct response?

- A. "To download OS X Yosemite from the App Store, you will need to have Mac OS X Snow Leopard v10.6.8 or newer installed."
- B. "To install OS X Yosemite, you will need to download a version of Mac App Store that will run on any version of OS X."
- C. "To download OS X Yosemite, you will need to have OS X Mountain Lion v10.8 installed and App Store running."
- D. "To update to OS X Yosemite, you need to have Mac OS X Leopard v10.5.2 or later already installed on your Macs."

Answer: A

Reference: <https://www.apple.com/osx/how-to-upgrade/>

Question No : 3

An iMac starts, but becomes unresponsive after the login screen. How can you easily disable login items to see if they are causing the issue?

- A. Hold the Shift key at start up to Safe Boot.
- B. Start the iMac to OS X Recovery and reinstall OS X
- C. Hold Command-S to enter single-user mode, then mo

D. Start the iMac to OS X Recovery, open Terminal, and use it to delete all login items.

Answer: A

Question No : 4

Patrick explains, "I am repeatedly prompted to enter my admin password when I am installing OS X(but I do not use a password. I just leave it blank. How do I get past this and get OS X installed?" How should you respond?

- A. Enter 'apple' for the password during installation. You will be prompted to change your password when installation is complete."
- B. "You can create a Standard user account on the machine, set a password, and install OS X while logged in with that user account"
- C. The OS X Installer will not accept a blank administrator password. You will need to change the password for that administrator account in the Users & Groups pane of System Preferences before you try to install OS X."
- D. "You may use your Apple ID password instead of the administrator password when prompted."

Answer: C

Reference: <http://www.postseek.com/meta/a8ff6677e03e3cda6576bc771fe53013>

Question No : 5 DRAG DROP

The Mac will emit tones at startup if the machine is not passing initial tests. Match the correct tone to the symptom.

Drag the Tone from the left column to the gray box next to the Symptom in the right column.

Tone	Symptom
One tone, five second pause, one tone	RAM does not pass data integrity check
Three successive tones, five second pause, three successive tones	A firmware upgrade is in process
One long tone when holding the power button down	No RAM installed or detected
Three long tones, three short tones, three long tones	Indicates a firmware level corruption

Answer:

Tone		Symptom
One tone, five second pause, one tone	Three successive tones, five second pause, three successive tones	RAM does not pass data integrity check
Three successive tones, five second pause, three successive tones	One long tone when holding the power button down	A firmware upgrade is in process
One long tone when holding the power button down	One tone, five second pause, one tone	No RAM installed or detected
Three long tones, three short tones, three long tones	Three long tones, three short tones, three long tones	Indicates a firmware level corruption

Question No : 6

William is managing systems running OS X at his company. He is distributing a PNG file that is to be used on these company systems as the desktop picture whenever a user logs in. The picture needs to be available to all user accounts set up on each system. In which of the following folders would the PNG file need to be stored on each system?

- A. ~/Library/Desktop Pictures
- B. /System/Library/Desktop Pictures
- C. /System/Desktop Pictures
- D. /Library/Desktop Pictures

Answer: D
Question No : 7

If you have File Vault 2 enabled on your Mac, how do you start up from OS X Recovery?

- A. Hold the Command and R keys at startup.
- B. You must turn off disk encryption to use this feature.
- C. Use the Option key and choose OS X Recovery disk in the Startup Manager,
- D. Open System Preferences > Startup Disk preference pane, then select the OS X Recovery disk.

Answer: A

Reference: <https://support.apple.com/en-us/HT202280>

Question No : 8

Which of the following connection interfaces for external drives are supported by Time Machine? SELECT FOUR.

- A. iPad Classic in disk mode
- B. USB 2.0
- C. USB 3.0
- D. USB 2.0 Drive plugged into Airport Express
- E. SCSI-S
- F. FireWire 400/800
- G. Thunderbolt
- H. P-ATA
- I. SuperDrive

Answer: B,C,F,G

Reference:

http://www.macworld.com/article/1163850/external_desktop_hard_drives_buying_guide.html

Question No : 9

Adam has a MacBook Pro (Retina, 15-inch, Late 2013) that he uses for video editing and graphic design. He explains that after about an hour of use, the machine seems to operate more slowly. The issue gets worse as time goes on until he has to restart the machine. After you ask some probing questions, which of the following tools or techniques would be best to further evaluate the issue?

- A. Single-user mode
- B. Verbose mode
- C. Console
- D. Activity Monitor
- E. Disk Utility

Answer: D,E

Question No : 10