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Apple

9L0-062

Mac OS X v10.6 Troubleshooting



QUESTION: 72

You go on site and find a customer's Mac Pro is hanging at loading the desktop. His external firewire backup drive is not bootable, and he has misplaced his Snow Leopard Install DVD. The customer has a spare MacBook Pro available, how can you use it to resolve this issue?

- A. Restart the Mac Pro into Target Disk Mode, connect it to the MacBook Pro and open Console.
- B. Restart the Mac Pro into Target Disk Mode, connect it to the MacBook Pro and use the Disk Utility.
- C. Restart the Mac Pro into Target Disk Mode, connect it to the MacBook Pro and open System Profiler.
- D. Restart the MacBook Pro into Target Disk Mode, connect it to the Mac Pro then attempt to boot from it.

Answer: B

QUESTION: 73

Your customer would like to create a back up his iMac's hard drive as a compressed and encrypted disk image to an external hard drive. How can you accomplish this task when started from the Snow Leopard Install DVD?

- A. Open Restore from Backup and select the backup to disk image option.
- B. Open Disk Utility, select the hard drive, then click the New Image button.
- C. Open Disk Utility, select the hard drive, click the Restore tab, then select restore to disk image.
- D. Open Image Capture, select the hard drive, select the compressed and encrypted options then click capture.

Answer: B

QUESTION: 74

Jill uses her MacBook late at night and occasionally has to restart. Despite having muted the speaker volume the MacBook always boot chimes loudly after restart. What step should you try first to resolve this issue?

- A. Reset the SMC.
- B. Reset the PRAM.
- C. Reinstall Snow Leopard.
- D. Repair disk permissions.

Answer: B

QUESTION: 75

Scott's Mac mini is hanging during startup at a blue screen. What built-in startup mode might resolve this issue?

- A. Verbose
- B. Safe Boot
- C. Single User
- D. Target Disk Mode

Answer: B

QUESTION: 76

From the list below, select the new feature of the Security Pane in Snow Leopard.

- A. The ability to use secure virtual memory.
- B. The Firewall tab has been moved from Sharing preferences.
- C. A setting to require a password to unlock each System Preferences pane.
- D. The ability to add a delay to the required password after sleep or screensaver begins.

Answer: D

QUESTION: 77

A customer with Snow Leopard finds that her MacBook Pro (13-inch Mid 2009) no longer asks what to do with blank DVD-Rs. Which troubleshooting steps should you try first?

- A. Start from the Snow Leopard install DVD, then run System Profiler.
- B. Start from an external USB or FireWire hard drive, then test for the issue.
- C. Open System Preferences CDs & DVDs pane, then check for incorrect settings.

D. Try a known good blank DVD-R, if the issue persists then replace the SuperDrive.

Answer: C

QUESTION: 78

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: 79

If a technician suspects that a required system font is missing from a Snow Leopard install, which folder should be investigated?

- A. /Library/Fonts
- B. /System/Fonts
- C. /System/Library/Fonts
- D. /Users/~/_library/Fonts

Answer: C

QUESTION: 80

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

- A. Unix File System
- B. Mac OS Extended
- C. New Technology File System
- D. Mac OS Extended (Journaled)

Answer: D

QUESTION: 81

Bob is very concerned about network security since he travels extensively for work and frequently has to use public wifi connections. What built-in security setting could he enable to help prevent others from finding his computer on a network?

- A. Stealth Mode
- B. Application Firewall
- C. Block all incoming connections
- D. Automatically allow signed software to receive incoming connections

Answer: A

QUESTION: 82

Which THREE of the following are changes in Snow Leopard custom installation options compared to Leopard? SELECT THREE

- A. Rosetta is an optional installation.
- B. You can select individual languages.
- C. QuickTime 7 is an optional installation.
- D. QuickTime X is an optional installation.
- E. You can select individual printer brands.
- F. You can select only printers your computer uses.

Answer: A, C, F

QUESTION: 83

if a user needs to change the permissions of a file to read only for all users, what is the recommended method?

- A. Use the Terminal to adjust file permissions with command line tools.
- B. Use Repair Permissions in the Disk Utility to adjust the file's permissions.
- C. Use the Sharing & Permissions pop-up menu in the file's Get Info window to choose read only for all users.

D. Place the file into a folder, then change folder permissions to read only using the Sharing & Permissions pop-up menu in the folder's Get Info window.

Answer: C

QUESTION: 84

What built-in Mac OS X utility can be used to determine if a Mac's wireless chipset supports Wake on Demand?

- A. Network Utility
- B. System Profiler
- C. Airport Admin Utility
- D. Network System Preferences

Answer: B

QUESTION: 85

if you need to reinstall an application from a package file on the Mac OS X 10.6 install disc, what is the proper path to these files?

- A. Mac OS X Install DVD/Installation/System/Packages
- B. Mac OS X Install DVD/System/Installation/Packages
- C. Mac OS X Install DVD/System/Installation/Applications
- D. Mac OS X Install DVD/Installation/Applications/Packages

Answer: B



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