

9L0-066^{Q&As}

OS X Yosemite Troubleshooting

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QUESTION 1

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.

Correct Answer: A

QUESTION 2

Which of the following features of OS X will help protect you from downloading and installing malicious software on your Mac?

- A. FileVault2
- B. Gatekeeper
- C. Mission Control
- D. Location Services

Correct Answer: A

QUESTION 3

Bradley has installed OS X on his Mac and would like to set up a Firmware Password. Where can he find the Firmware Password Utility?

- A. In the Utilities folder on the startup disk.
- B. In the Applications folder on the startup disk.
- C. In the Security and Privacy pane in System Preferences.
- D. In the Utilities menu when booted to OS X Recovery.

Correct Answer: D

QUESTION 4

Lucy, the Family Organizer, has turned off Family Sharing. Which group purchases do previous group members still have access to?

- A. All group member purchases can still be accessed.
- B. Only free purchases can be accessed.
- C. No content downloaded while part of a family group can be accessed
- D. All content can be accessed because previous group members are instantly charged for all purchase.
- E. Purchases that each member paid for themselves with gift or store credit, and purchases they initiated can be accessed.

Correct Answer: C

QUESTION 5

John states that the external hard drive he uses to store music is not visible in the Finder. Your drive is properly plugged in and listed in System Information. How should you continue troubleshooting the issue?

- A. Troubleshoot the issue using Activity Monitor.
- B. Troubleshoot the issue using Disk Utility.
- C. Troubleshoot the issue using Apple Diagnostics.
- D. Troubleshoot the issue using Console.

Correct Answer: B

QUESTION 6

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

Correct Answer: BCFG

QUESTION 7

A user moves a file into a folder named "my stuff\" and sees this message:

\\You can put items into "my stuff," but you won't be able to see them. Do you want to continue? Other

users with sufficient permissions will be able to use the items." Which of the following states has the user's folder permissions for "my stuff" been set to?

- A. Read only
- B. Write only
- C. Read and Write
- D. Execute only

Correct Answer: B

QUESTION 8

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

Correct Answer: D

QUESTION 9

Larry just bought a new Mac with OS X Yosemite and wants to transfer his Outlook contacts and home folder documents from a PC running Windows Vista with SP2. You confirm automatic installation in Windows is disabled. What is the next step you will ask Larry to take before attempting to use Windows Migration Assistant?

- A. Disable anti-virus and firewall software on the PC.
- B. Start up the MacBook Pro in Target Disk Mode.
- C. Make sure the contacts are exported in vCard format into the home directory.
- D. Place the PC in standby mode and select it from the list in Migration Assistant running on the MacBook Pro.

Correct Answer: D

QUESTION 10

Jeff uses his living room television as a display for his Mac mini. Jeff states the Bluetooth keyboard paired with his Mac mini intermittently stops responding. What steps can you advise Jeff to take to resolve the issue? SELECT THREE.

- A. Make sure Show Bluetooth in menu bar is selected in System Preferences.
- B. Press a key on the keyboard to reconnect it with the Mac.
- C. Turn off Bluetooth in the Bluetooth pane of System Preferences.
- D. Turn Wi-Fi off and on.
- E. Check the battery level of the keyboard.
- F. Check Activity Monitor.
- G. Keep wireless devices within 33 feet (10 meters) of the Mac.

Correct Answer: BEG

QUESTION 11

Gary purchased a new USB 2.0 input device for his iMac (Late 2013). He installed the software that shipped with the device, but it does not seem to work. He has tried all of the USB ports on the back of the iMac, but the issue persists. Which of the following troubleshooting tools or techniques would help Gary isolate the issue?

- A. Apple Hardware Test
- B. Activity Monitor
- C. Apple Diagnostics
- D. System Information

Correct Answer: C

QUESTION 12

Richard purchased a new Thunderbolt drive. When tool should he use to troubleshoot the issue?

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

Correct Answer: B

QUESTION 13

Autumn is traveling for business and is attempting to complete some work on her MacBook Air while she is waiting at the airport for her next flight. She is attempting to recover an earlier version of a text file, but her computer is not connected to her backup drive. In the full-screen Time Machine browser, which of the following indicates a backup that is only available on the disconnected backup drive?

- A. When Autumn moves the pointer over a tick mark on the timeline, the tick mark is dimmed red.
- B. Files in the section labeled "Local Snapshots" in the Time Machine browser are those from the disconnected backup drive.
- C. The tick mark for an unavailable, or non-existing, backup will pulse light and dark gray when Autumn moves the pointer over it.
- D. When Autumn moves the pointer over a tick mark on the timeline, the tick mark displays a prohibitory sign.

Correct Answer: A

QUESTION 14

Samuel is attempting to restore his MacBook Air (Mid 2013) from his Time Machine backup using the OS X Recovery system. Although he has restored individual files from the Time Machine backup in the past, he is not given the option to Restore from Time Machine while in Recovery. Which of the following questions might help you isolate the issue for Samuel?

- A. "How many times did Time Machine complete an incremental backup of the files?"
- B. "Have you seen the little spinning clock in the menu move?"
- C. "In your Time Machine setup, did you exclude any system files?"
- D. "When was the last time you used Time Machine to back up your files?"

Correct Answer: B

QUESTION 15

John wants more information about backing up his data in OS X. You inform him of Time Machine and show him how to start process at home. He is concerned that the backup will fail and he will not be able to determine if the process worked. How is John alerted to his initial backup status with Time Machine in OS X Yosemite?

- A. There is a diagnostic LED on all computers that will flash when the Time Machine backup fails.
- B. John will have to perform a manual check of his backup in order to confirm that the backup was successful.
- C. Time Machine provides Notifications of any issues that arise during the initial backup and when the first backup is complete.
- D. The computer is unusable while completing the first backup.

Correct Answer: C

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