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OS X Support Essentials 10.9

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QUESTION 1

You are logged into a MacBook Pro as a standard user. How can you display the OS X Mountain Lion build number?

- A. Choose About This Mac from the Apple menu, and then click the text directly under OS X until the build number is revealed.
- B. Type build_number in Spotlight, and then scroll through the resulting information until the build number is revealed.
- C. In the General pane of System Preferences, click the Info disclosure triangle to reveal the build number.
- D. Choose Software Update from the Apple menu, and then choose Build Number from the Update menu.

Correct Answer: A

QUESTION 2

Holding down the Option key at startup opens Startup Manager, which allows you to temporarily choose another startup disk.

- A. Which keyboard shortcut can be used to temporarily choose another startup disk?
- B. Which keyboard shortcut is used to Safe Boot OS X?
- C. Which two methods can be used to automatically connect a network share?
- D. What methods can be used to reset a user's lost account password?

Correct Answer: A

QUESTION 3

Time Machine can back up to any Mac OS Extended volume or network shares hosted from Time Capsule or OS X Server.

- A. What Wi-Fi authentication protocols are supported by OS X?
- B. What backup destination disks does Time Machine support?
- C. What application is used to manage keychain settings?
- D. What's used to identify a Wi-Fi network?

Correct Answer: B

QUESTION 4

How can you identify the MAC addresses for all the Mac computer's network interfaces?

- A. You can identify all the MAC addresses for the Mac computer's network interfaces from the Info pane of Network Utility.
- B. The firmware initializes the Mac computer's hardware and locates the booter file on a system volume. The Power-On Self-Test (POST) checks for basic hardware functionality when the Mac powers on.
- C. The network service order list is used to determine the primary network service interface if there is more than one active service. All network traffic that isn't better handled via local connection to an active network service interface is sent to the primary network service interface. So in most cases all WAN traffic, Internet traffic, and DNS resolution is sent through the primary network service interface.
- D. Time Machine can back up to any Mac OS Extended volume or network shares hosted from Time Capsule or OS X Server.

Correct Answer: A

QUESTION 5

Improperly unmounting or ejecting a drive or volume may cause data corruption. The system automatically verifies and repairs an improperly unmounted or ejected volume the next time it becomes available to the Mac.

- A. What types of files are omitted from Time Machine backups?
- B. What role does the system launchd process serve during system startup?
- C. What's required to set up the iCloud Keychain service on multiple Apple devices?
- D. What's the potential side effect of improperly unmounting or ejecting a disk or volume?

Correct Answer: D

QUESTION 6

On your OS X Mountain Lion computer, you want the Finder to display filename extensions by default. How can you configure this setting from the Finder?

- A. Choose Preferences from the Finder menu, click Advanced, and select the option "Show all filename extensions."
- B. Control-click anywhere on the Desktop, select Preferences from the pop-up menu, click Advanced, and select the option "Show all filename extensions."
- C. Choose Show View Options from the View menu, and select the option "Show all filename extensions."
- D. Select any file icon, and choose Get Info from the File menu. In the Info window, click the disclosure triangle next to Name and Extension, deselect the option "Hide extension," and click Change All.

Correct Answer: A

QUESTION 7

Review the screenshot, and then answer the question below.



While starting up an Intel-based Mac, you see the screen shown above. What does it mean?

- A. The folder that holds all the user home folders cannot be located or accessed.
- B. The computer's firmware cannot locate a valid booter file.
- C. An invalid startup keyboard shortcut is being pressed.
- D. The booter is unable to load a valid kernel.

Correct Answer: D

QUESTION 8

The volume formats supported as system volumes for OS X are Mac OS Extended (Journaled) and Mac OS Extended (Journaled, Encrypted).

- A. What two volume formats are supported for an OS X system volume?
- B. What types of files are omitted from Time Machine backups?
- C. Which changes are made when OS X Safe Boots?
- D. What does OS X use bundles or packages for?

Correct Answer: A

QUESTION 9

You have configured several network locations on your OS X Mountain Lion computer. How can you change from one location to another?

- A. In Network preferences, click Advanced, click Manage Locations, and then select a network location.
- B. Choose a network location from the Network Locations Input menu on the right side of the Finder menu bar.
- C. Choose Location from the Apple menu, and then choose a network location from the submenu.
- D. In Network preferences, choose Manage Locations from the Action pop-up menu below the Interfaces list, and select a network location.

Correct Answer: D

QUESTION 10

When an OS X computer starts up and a standard user logs in, in what order do the three components below launch?

A. 1. login items

2.

launch agents

3.

launch daemons

B. 1. launch agents

2.

login items

3.

launch daemons

C. 1. launch daemons

2.

launch agents

3.

login items

D. 1. launch daemons

2.

login items

3.

launch agents

Correct Answer: D

QUESTION 11

The OS X Recovery system provides access to Restore System From Time Machine Backup, Install/Reinstall OS X, Get Help Online via Safari, Disk Utility, Startup Disk, Firmware Password Utility, Network Utility, Terminal, and Reset Password.

A. Which items aren't loaded when OS X Safe Boots?

- B. Which changes are made when OS X Safe Boots?
- C. What does the diagnostic reporting feature do?
- D. What utilities are available when started up from OS X Recovery?

Correct Answer: D

QUESTION 12

From your OS X user account that has iCloud enabled, how can you open a TextEdit document that you stored in iCloud?

- A. In Finder, select iCloud > Open from the Go menu, and then select the TextEdit app and the document that you want to open.
- B. From the Applications folder, open the iCloud app, and then select the TextEdit app and document that you want to open.
- C. In TextEdit, choose Open from the File menu, click iCloud, and then select the document that you want to open.
- D. From the iCloud pane of System Preferences, select the TextEdit app and the document that you want to open.

Correct Answer: C

QUESTION 13

You can enable printer sharing from Print and Scan or Sharing preferences. Note that Windows clients may need additional drivers to access the Mac computer's shared printers via the IPP protocol.

- A. What are account attributes?
- B. How can you limit the use of Location Services?
- C. How do you share printers with other users?
- D. How can you identify duplicate fonts?

Correct Answer: C

QUESTION 14

A FileVault 2-protected system can be unlocked using the recovery key that was generated during the FileVault 2 setup process. This key can be entered during system startup, and will allow you to reset the user's account password.

- A. How can you select a new printer driver for a configured printer?
- B. How can you unlock a FileVault 2-protected system when all user accounts have lost their passwords?
- C. How can you ensure that previously deleted items are securely erased?

D. How can you prevent a user from installing software updates?

Correct Answer: B

QUESTION 15

What's Auto Save? How can you identify an application that supports Auto Save?

A. Auto Save allows compatible OS X applications to automatically save changes to users' documents. A user just saves a document once, then never has to think about saving changes again. Applications that support Auto Save feature a Duplicate function in the File menu as opposed to a default Save As function.

B. The master password is used to reset local account passwords.

C. You can use the System Information application to easily scan all the appropriate application locations and return a list of installed applications.

D. Disk Utility is the primary application for creating and managing disk images.

Correct Answer: A

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