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**QUESTION 1**

What does Apple recommend you do before replacing or installing any internal parts in an Xserve?

- A. Remove all drive modules from the Xserve.
- B. Remove the Xserve from its rack.
- C. Press the System Identifier button.
- D. Unlock all drive module bays.

Correct Answer: B

QUESTION 2

A customer setting up a small business with a wireless network wants to ensure that both the PC's running older hardware, and the Macs have secure access to the wireless network using encryption. What security feature on the AirPort Extreme (Gigabit) Base Station would provide that encryption?

- A. DSSS
- B. WAN privacy
- C. Wired Equivalency Privacy (WEP)
- D. Access control by MAC address

Correct Answer: C

QUESTION 3

- B. report damaged service parts to Apple
- C. report normal business operational details to Apple
- D. raise a potential business conduct or ethics issue as it relates to Apple

Correct Answer: D

QUESTION 4

Which four of the following are valid steps you should take when inspecting an Apple product to identify accidental damage? SELECT FOUR

- A. Open the hard disk drive to check for scratches or dust inside.
- B. Open the lid and confirm that the hinges are working smoothly.



- C. Look for cracks, dents or scratches on the exterior of the system.
- D. Connect the system to external speakers to check for sound output.
- E. Carefully inspect the LCD for scratches on the display coatings or cracks in the glass.
- F. Check for any unusual odor coming from the system, which may indicate spill damage.

Correct Answer: BCEF

QUESTION 5

You are troubleshooting an eMac that has no image on its built-in display. You have already checked user controls and reset PRAM, but the issue persists. When you connect an external display to the eMac's VGA output port and restart the eMac, you see a proper image on the external display. Which of the following service modules would most likely be the cause of these symptoms?

- A. Display Analog Assembly
- B. Power Supply Assembly
- C. Logic Board
- D. Hard drive

Correct Answer: A

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