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QUESTION 1

William states that the Ethernet ports do not function on his Mac Pro (Mid 2012) when plugged into the network at his office. He demonstrated that he knows how to connect Ethernet cables and was able to connect to the Internet on your known-good Ethernet network. You ran MRI and the computer passed all tests when run using either Ethernet port. What question should you ask the customer next?

- A. Are any other computers able to connect to Ethernet at the office?
- B. Have you installed all system software and firmware updates?
- C. How did you damage your Ethernet cable at the office?
- D. Did you change the default network settings?

Correct Answer: B

QUESTION 2

Which of the following software tools can detect malfunctioning thermal sensors on MacBook Air (Mid 2013) models?
SELECT TWO

- A. System Information
- B. Apple Service Toolkit (AST)
- C. Apple Service Diagnostics (ASD)
- D. Thermal Sensor Diagnostics (TD)
- E. Thermal Service Diagnostics (TSD)

Correct Answer: BC

Reference: <http://mdex-nn.ru/uploads/newmbp15.pdf> (page 6, software tools)

QUESTION 3

What caution should a technician be aware of before attempting to remove hard drives or optical drive carrier from a MacPro (Mid 2012)?

- A. The rear latch must be lifted or the drives are locked in a place.
- B. The rear latch should be in the closed position to unlock drives.
- C. The hard drives must be unscrewed from the carrier before removal.

D. The optical drive screws must be removed before sliding the carrier out of enclosure.

Correct Answer: D

QUESTION 4

Which of the following utilities helps to diagnose wireless network issues and is only available when running OS X v10.8.4 or later?

- A. Network Utility
- B. Network Diagnostics
- C. Wireless Diagnostics
- D. Network Setup Assistant

Correct Answer: C

Reference: <https://support.apple.com/en-ap/HT202663>

QUESTION 5

Which two components inside an iMac are energized if the computer is plugged in, even when the computer is turned off? SELECT TWO.

- A. Logic board
- B. Hard drive
- C. Memory
- D. Speakers
- E. Power supply
- F. LCD

Correct Answer: EF

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