9L0-012 Q&As

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QUESTION 1

Which of the following tools is a quick system-level diagnostic test used to verify module presence and sensor readings?

A. Apple Service Diagnostic (ASD)

B. Notebook Adapter Diagnostic (NAD)

C. Mac Resource Inspector (MRI)

D. Cooling System Diagnostic (CSD)

Correct Answer: A

Reference: http://tim.id.au/laptops/apple/macbook/mbp15_mid2010.pdf (page 18)

QUESTION 2

How often should the ESD mat be cleaned?

A. Once a year

B. Once a week

C. Once a month

D. Every few years

Correct Answer: C

QUESTION 3

Which component for Apple Service Toolkit is designed to help troubleshoot issues with MagSafe and MagSafe 2 power adapters?

A. NAD

B. VST

C. TPT

D. CSD

Correct Answer: A

Explanation:

Apple Service Toolkit includes:*

AudioTest — plays a series of tones through each speaker and listens for those same tones via the microphone.

Diagnostic Gateway (DG) — software that runs on a dedicated Intel-based Mac using Mac OS X Server 10.6/10.7 and serves up tools to triage computers via NetBoot, recording test results as log files.

Mac Resource Inspector (MRI) — triage tool that provides a fast check of internal hardware

components for all Intel- based computer systems.

Notebook Adapter Diagnostic (NAD) — triage tool that reports on the condition of Intel-based notebook power adapters.

Cooling System Diagnostic (CSD) – evaluates the thermal sensors, fans and heat sink in MacBook Pro (Early 2011) models and will either confirm correct operation or help diagnose a service issue.

Gateway Manager — software application used to remotely configure and manage the Diagnostic Gateway server as well as access logs created by diagnostic tools.

Test Patterns Tool (TPT) – identifies pixel anomalies in LCD panels in Apple Display, iMac, MacBook, MacBook Pro, and MacBook Air systems.

Server Bit Setter (SBS) – Repair tool used after replacing logic boards in late model Mac mini Servers or backplane boards in late model Mac Pro Servers.

Video System Test (VST) – is used to test video issues in specific MacBook Pro models.

Blank Board Serializer (BBS) – Allows technicians to set the system serial number on replacement Main Logic Board (MLB) service parts.

AST Keyboard (OS) – service tool for in-depth testing of keyboards.

AST Trackpad (OS) – service tool for in-depth testing of trackpads.

Storage Diagnostic (OS) – Repair tool for testing HDD or SSD modules.

Image Persistence Test (EFI) – triage tool for identifying image persistence anomalies on IPS displays

QUESTION 4

If an issue is in the Hardware problem space, which of the following should be removed from the Apple product to further isolate the issue?

A. All third party equipment

B. Any third party applications

C. Any third party extensions

D. Any third party frameworks

Correct Answer: A

QUESTION 5

When conducting an internal inspection of MacBook Air (13-inch, Mid 2011) for accidental damage, why is it necessary to remove the battery?

A. There are liquid contact indicators on the underside of the battery module.

B. The battery is always removed in every repair on this unit.

C. The battery covers all of the spill sensors on the top case.

D. The battery must be removed to install the battery cover.

Correct Answer: A

Reference: http://www.mybigcampus.com/bundles/unit-5-accidental-damage-and-macbook-air--- 276227

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