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OS X Yosemite Troubleshooting

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QUESTION 1

Jim purchased an app from the Mac App Store with his iMac at home and would now like to use it while traveling with his MacBook Pro. How can he easily accomplish this goal?

A. Use Back to My Mac screen sharing to use the app on the iMac.

B. Open iTunes, click on "Purchased on the Mac App Store" in the Store, then install the app.

C. Sign in to his account in the Mac App Store, click Purchases, and then install the app.

D. He must purchase the application again on the Mac App Store to install on the MacBook Pro.

Correct Answer: C

QUESTION 2

Joseph enabled FileVault 2. He then forgot the administrator password. How can you help Joseph?

A. Ask Joseph to startup from OS X Recovery and choose

B. Have Joseph startup from OS X Recovery and open the Firmware Password utility

C. Explain to Joseph that he can unlock the disk using the recovery key created when FileVault 2 was enabled.

D. Help Joseph erase the hard disk and reinstall OS X and forgotten.

Correct Answer: B

QUESTION 3

Angela is having trouble with fonts installed in her user account. Where are these fonts located?

A. /Users/Fonts

B. /System/Library/Fonts

C. /Library/Fonts

D. -/Library/Fonts

Correct Answer: B

QUESTION 4

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 5

A MacBook Pro with OS X installed is unresponsive after login. Your customer would like to search online Apple Support articles about this issue. How can she quickly accomplish this task?

A. Startup from OS X Recovery and choose the Get Help Online option.

B. Startup from an OS X Install DVD and choose the Get Help Online option

C. In order to use Safari, the customer will have to restore the hard disk from a Time backup.

D. She must first install OS X on an external disk, then use Safari to search Apple Support articles.

Correct Answer: C

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