9L0-066 Q&As

OS X Yosemite Troubleshooting

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QUESTION 1

Gary purchased a new USB 2.0 input device for his iMac (Late 2013). He installed the software that shipped with the device, but it does not seem to work. He has tried all of the USB ports on the back of the iMac, but the issue persists. Which of the following troubleshooting tools or techniques would help Gary isolate the issue?

A. Apple Hardware Test

B. Activity Monitor

C. Apple Diagnostics

D. System Information

Correct Answer: C

QUESTION 2

Jeff uses his living room television as a display for his Mac mini. Jeff states the Bluetooth keyboard paired with his Mac mini intermittently stops responding. What steps can you advise Jeff to take to resolve the issue? SELECT THREE.

A. Make sure Show Bluetooth in menu bar is selected in System Preferences.

B. Press a key on the keyboard to reconnect it with the Mac.

C. Turn off Bluetooth in the Bluetooth pane of System Preferences.

D. Turn Wi-Fi off and on.

E. Check the battery level of the keyboard.

F. Check Activity Monitor.

G. Keep wireless devices within 33 feet (10 meters) of the Mac.

Correct Answer: BEG

QUESTION 3

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 4

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

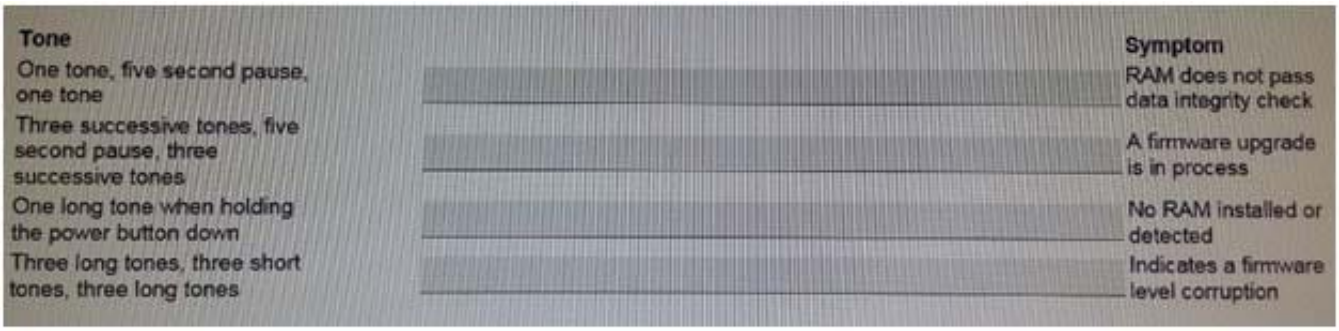
Correct Answer: B

QUESTION 5

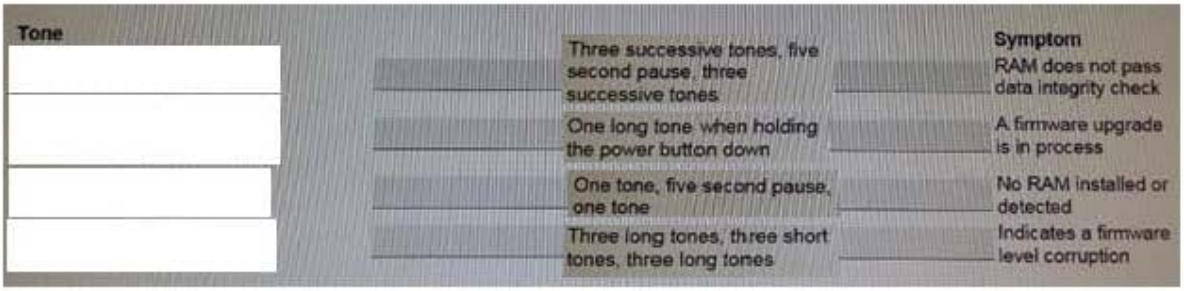
The Mac will emit tones at startup if the machine is not passing initial tests. Match the correct tone to the symptom.

Drag the Tone from the left column to the gray box next to the Symptom in the right column.

Select and Place:



Correct Answer:


Tone
Three successive tones, five second pause, three successive tones
One long tone when holding the power button down
One tone, five second pause, one tone
Three long tones, three short tones, three long tones
Symptom
RAM does not pass data integrity check
A firmware upgrade is in process
No RAM installed or detected
Indicates a firmware level corruption

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