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9L0-066^{Q&As}

OS X Yosemite Troubleshooting

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QUESTION 1

Your customer asks, "What version of OS X do I have to have installed on my older Mac so I can download OS X Yosemite from the App Store?" Which of the following is the correct response?

A. "To download OS X Yosemite from the App Store, you will need to have Mac OS X Snow Leopard v10.6.8 or newer installed."

B. "To install OS X Yosemite, you will need to download a version of Mac App Store that will run on any version of OS X."

C. \\'To download OS X Yosemite, you will need to have OS X Mountain Lion v10.8 installed and App Store running."

D. "To update to OS X Yosemite, you need to have Mac OS X Leopard v10.5.2 or later already installed on your Macs."

Correct Answer: A

QUESTION 2

Mary does not want a folder named Finance in her Documents folder to be searched when using Spotlight. What should Mary do to prevent searching in this specific folder?

A. Go to System Preferences > Spotlight > Privacy. Add any files or folders to this list.

B. Change the folder permissions. Click on the folder in Finder, then choose Get Info from the File menu. Select the box for Not Available in Spotlight

C. Label the folder with a red tag from the Action pop-up men in the toolbar. Any items marked with a red tag are automatically excluded from Spotlight searches.

D. Control-click the folder and choose Not Available in Spotlight from the Options menu.

Correct Answer: A

QUESTION 3

Bill has an administrator account on the iMac in the Marketing Department. This iMac is running OS X. He just purchased a set of fonts to use on the new marketing project and wants to make sure that all of the users on that iMac can use the new fonts. Where should Bill store the fonts on the iMac?

A. /Library/Fonts

B. /System/Fonts

C. -/Library/Fonts

D. /System/Library/Fonts

Correct Answer: A

QUESTION 4

Mary is really busy and must focus on a weekly reports. She really needs to update her apps in OS X, but it is not always a convenient time when App Store notifies her. Which of the following would be the best option in App Store notifications for Mary to select?

A. Click "Don\\'t Ask Me Again" so the download apps reminder goes away.

B. Click "Later," and choose a convenient time to update the apps.

C. Click "Download apps in Sleep Mode."

D. Click "Close" and wart for another reminder.

Correct Answer: B

QUESTION 5

Where can a user disable the automatic login of a user account?

A. System Preferences > Users and Groups > Login Options

B. System Preferences > Security and Privacy > General

C. System Preferences > Security and Privacy > Privacy

D. System Preferences > Users and Groups > Login Items

Correct Answer: A

QUESTION 6

John wants more information about backing up his data in OS X. You inform him of Time Machine and show him how to start process at home. He is concerned that the backup will fail and he will not be able to determine if the process worked. How is John alerted to his initial backup status with Time Machine in OS X Yosemite?

A. There is a diagnostic LED on all computers that will flash when the Time Machine backup fails.

B. John will have to perform a manual check of his backup in order to confirm that the backup was successful.

C. Time Machine provides Notifications of any issues that arise during the initial backup and when the first backup is complete.

D. The computer is unusable while completing the first backup.

Correct Answer: C

QUESTION 7

Why is it important to use the Globally Unique Identifier (GUID) partition scheme on an Intel- based Mac? SELECT TWO.

A. The GUID partition scheme contains the necessary standard apps for OS X.

B. Firmware updates for Intel-based Macs require a GUID partition scheme.

C. Master Boot Record (MBR) requires a GUID partition map.

D. You should not use GUID. Apple Partition Map (APM) is the default partition map for Intel- based Macs.

E. Any of the partition schemes provided by Disk Utility will work.

F. An Intel-based Mac will not start up without the GUID partition map.

Correct Answer: AB

QUESTION 8

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 9

An iMac starts, but becomes unresponsive after the login screen. How can you easily disable login items to see if they are causing the issue?

A. Hold the Shift key at start up to Safe Boot.

B. Start the iMac to OS X Recovery and reinstall OS X

C. Hold Command-S to enter single-user mode, then mo

D. Start the iMac to OS X Recovery, open Terminal, and use it to delete all login items.

Correct Answer: A

QUESTION 10

System Preferences contains App Store preference. Which options are provided when the computer is set to automatically check for updates? SELECT FOUR.

A. Install OS X updates

B. Download newly available updates in the background

C. Do not restart computer after updates are download

D. Disable all third-party app updates

E. Install app updates

F. Prompt for my Apple ID password when any updates are available

G. Install system data files and security updates

H. Ignore any updates that are older than seven days

Correct Answer: ABEG

QUESTION 11

John states that the external hard drive he uses to store music is not visible in the Finder. Yourdrive is properly plugged in and listed in System Information. How should you continue troubleshooting the issue?

A. Troubleshoot the issue using Activity Monitor.

B. Troubleshoot the issue using Disk Utility.

C. Troubleshoot the issue using Apple Diagnostics.

D. Troubleshoot the issue using Console.

Correct Answer: B

QUESTION 12

What information is stored in iCloud Keychain? SELECT THREE.

A. Touch ID and passcode used to unlock your iOS device.

B. Safari website user names and passwords.

C. Most Wi-Fi network names and passwords

D. Apple ID purchase history and account balance.

E. Credit card numbers and expiration dates.

F. Find my iPhone locations for all enabled devices.

G. Siri request history.

Correct Answer: BCE

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QUESTION 13

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 14

Juan attempted to install OS X onto an iMac by copying the hard drive of a different Mac he owns. The prohibitory symbol. What does this indicate?

A. The iMac is unable to find a startup disk that contains boot files.

B. The version of OS X is not compatible with the iMac hardware.

C. The source volume is damaged and cannot be read.

D. A RAM module is having trouble

Correct Answer: A

QUESTION 15

Sheryl is configuring a drive on the office server to be used by Time Machine. Each of the Mac computers in the office will be set up to use that network drive. Which of the following network protocols must the server use to make that drive available to Time Machine on each Mac computer?

A. File Transfer Protocol (FTP)

B. Apple Filing Protocol (AFP)

C. User Datagram Protocol (UDP)

D. Reverse Address Resolution Protocol (RARP)

Correct Answer: B

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