Vendor: Apple

Exam Code:9L0-415

Exam Name:OS X Support Essentials 10.9

Version: Demo

QUESTION 1

Three methods for uninstalling applications include:

Open Launchpad, hold down the Option key, and click the "X" button In the Finder, drag the primary application to the Trash and then empty the Trash Use a custom-built uninstaller package

A. What three methods can be used to uninstall applications?

B. Which two methods can be used to automatically connect a network share?

C. What three primary sources can Migration Assistant pull from?

D. What four methods can be used to restore from a Time Machine backup?

Correct Answer: A

QUESTION 2

Files with metadata may cause problems for NFS or WebDAV network file systems. Also, avoid AFP 2 services provided by Windows file servers.

A. What steps should you use when troubleshooting application issues?

B. What are the two primary traditional installation methods in OS X?

C. How does network service order affect network connectivity?

D. What are some known issues that arise when connecting to network file services?

Correct Answer: D

QUESTION 3

Which users are allowed to unlock a FileVault 2 protected system?

A. Any user that\\'s FileVault enabled is allowed to unlock a FileVault 2-protected system. This includes any local or cached network user account that was enabled when FileVault 2 was set up or created after FileVault 2 was enabled. Further, administrators may return to Security and Privacy preferences to enable additional accounts.

B. Secure Empty Trash will perform a 7-pass erase on the contents of the Trash folder.

C. All Apple software updates are handled via the Mac App Store.

D. An item\\'s ownership and permissions can be identified using the Info or Inspector windows in the Finder.

Correct Answer: A

QUESTION 4

What steps should you use when troubleshooting application issues?

A. The optional firewall settings let you control whether signed applications are automatically allowed through the firewall, control the list of allowed (or denied) applications, and enable stealth mode (which means your Mac won\\'t respond to any unsolicited connections).

B. The four system resource domains are: User, containing applications and system resources specific to each user account ?Local, containing applications and system resources available to all users on the local Mac Network (optional), containing applications and system resources available to any Mac that has an automated network share System, containing applications and system resources required to provide basic system functionality

C. General application troubleshooting steps include restarting the application, trying another known working document, trying another user account, checking log files, deleting cache files, replacing preference files, and replacing application resources.

D. Gatekeeper can restrict software to Mac App Store applications only, or Mac App Store and identified developer applications only (this is the default option), or any application regardless of origin.

Correct Answer: C

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QUESTION 5

Review the screenshot, and then answer the question below.

If you click Delete User in the dialog shown above, what will happen to James White\\'s home folder?

A. It will be moved to the Trash.

B. "Deleted" will be appended to the home folder name, and it will be archived in Time Machine in a compressed and encrypted file.

C. "Deleted" will be appended to the home folder name, and its permissions will be changed to allow administrator user access only.

D. It will be deleted immediately, without being moved to the Trash.

Correct Answer: D

QUESTION 6

What\\'s target disk mode and how is it engaged?

A. Documents saved to iCloud can be managed from the application that was used to create and save the document. iCloud documents don\\'t appear anywhere in the Finder that a user would normally look.

B. The Disk Utility Verify and Repair feature is used to verify or repair the partition scheme and directory structure of a volume. These elements contain the information used to locate files and folders on the volume.

C. A network location is a saved state of Network preferences that contains all network interface settings. Only administrators can define network locations, but if more than one location exists, all users can switch between the various network locations via the Apple menu.

D. Target disk mode is a Mac-specific hardware feature that, when engaged, will share the Mac computer\\'s internal disks through the FireWire ports. Target disk mode can be engaged from Startup Disk preferences or by holding down the T key as you turn on the Mac.

Correct Answer: D

QUESTION 7

Which application is used to examine open applications on OS X?

A. The Disk Utility Verify and Repair feature is used to verify or repair the partition scheme and directory structure of a volume. These elements contain the information used to locate files and folders on the volume.

B. AppleTalk works only with OS X v10.5 or earlier.

C. The master password is used to reset local account passwords.

D. The Activity Monitor application is used to monitor open processes and applications.

Correct Answer: D

QUESTION 8

What permissions are modified by the Disk Utility Repair Permissions feature?

A. Disk Utility is the primary application for creating and managing disk images.

B. The master password is used to reset local account passwords.

C. The Disk Utility Verify and Repair feature is used to verify or repair the partition scheme and directory structure of a volume. These elements contain the information used to locate files and folders on the volume.

D. The Disk Utility Repair Permissions feature repairs only the ownership and permissions for items installed by Apple.

However, this may resolve issues with third-party products.

Correct Answer: D

QUESTION 9

What is a valid reason to start up a Mac in verbose mode?

A. To view the startup process details

B. To present a command-line login

C. To display hints for the recovery key for a FileVault 2 volume

D. To display the firmware password

Correct Answer: A

QUESTION 10

What do the terms "interface," "protocol," and "service" mean in relation to computer networks?

A. A Service Set Identifier, or SSID, is used to identify a Wi-Fi network name and associated configuration.

B. An interface is any channel through which network data can flow. Hardware network interfaces are defined by physical network connections, and virtual network interfaces are logical network connections that ride on top of hardware network connections. A protocol is a set of rules used to describe a specific type of network communication. Protocols are necessary for separate network devices to communicate properly. Finally, a network service (as it pertains to Network preferences) is the collection of settings that define a network connection.

C. A Safe Boot is initiated c. by holding down the Shift key during system startup

D. Client software is used to access network services provided by server software. The connection is established using a common network protocol known by both the client and server software. Thus, the client and server software can be from different sources.

Correct Answer: B

QUESTION 11

How do you start up an OS X Mountain Lion computer in single-user mode?

A. Hold down Shift-Option while the computer restarts.

B. Hold down Command-S while the computer restarts.

C. Start up from the Mountain Lion Recovery system partition, and enter the command reboot -single in Terminal.

D. Select Single-User Mode in the Startup Disk pane of System Preferences and restart the computer.

Correct Answer: B

QUESTION 12

When deleting a local user account, what three options does Users and Groups preferences give you for dealing with the user\\'s home folder content?

A. When a user changes his own account password, the system will keep his login keychain password in sync.

B. When performing a Safe Boot, OS X doesn\\'t load third-party KEXTs, third-party launch agents, third-party launch daemons, third-party startup items, third-party fonts, any user login items, or any user-specific launch agents.

C. When deleting a local user account, OS X can archive the home folder content into a compressed disk image, leave the home folder content in the /Users folder, or delete the home folder content. Optionally, OS X can perform a secure erase on the home folder content.

D. The Font Book application shows a small dot next to the name of any font that has duplicate resources.

Correct Answer: C