

# The best learning assistants

**Exam** : **Apple 9L0-060**

**Title** : Mac OS X 10.4 Service and  
Support Exam

**Update** : Dmeo



**1.Which THREE network connections can you troubleshoot using Mac OS X 10.4 Network Diagnostics?**

- A.AirPort
- B.Internal Modem
- C.Built-in Ethernet
- D.Built-in FireWire
- E.Bluetooth Modems

**Correct:A B C**

**2.Which utility can gather information about a wide range of system components?**

- A.Setup Assistant
- B.System Profiler
- C.Keychain Access
- D.Internet Connect
- E.Network Diagnostics

**Correct:B**

**3.Which TWO options should be used when Disk Utility can't repair a disk in Mac OS X 10.4?**

- A.Back up the data, and erase and install Mac OS X
- B.Archive and Install Mac OS X preserving user and network settings
- C.Click Repair Disk one more time to see if a second attempt resolves the issue
- D.Archive and Install Mac OS X WITHOUT preserving user and network settings
- E.Back up the data and use a Mac OS X 10.4-compatible third-party utility to repair the disk

**Correct:A E**

**4.You should be able to connect to an AirPort network when your iBook starts up in Safe Mode in Mac OS X 10.4.**

- A.True
- B.False

**Correct:B**

**5.What happens when Mac OS X 10.4's Safe Relaunch feature sets aside an application's preference file?**

- A.It is moved to the Trash
- B.It is renamed application.plist.old
- C.It is renamed application.plist.saved
- D.It is moved to the ~/Library/Recovered Preferences/ folder
- E.It is moved to the ~/Library/Preferences/Recovered Preferences/ folder

**Correct:C**

**6.Your Macintosh has been exhibiting system problems, so you need to perform troubleshooting and maintenance. Which TWO tasks can you execute from another Macintosh after booting your system in FireWire Target Disk Mode?**

- A.Repair permissions.
- B.Partition drive (non-destructive).
- C.Enable System Administrator (root) login.
- D.Run secure erase to defragment the drive.
- E.Use the Repair Disk command in Disk Utility.

**Correct:A E**

**7.The Console utility \_\_\_\_\_.**

- A.displays log files
- B.enables root access
- C.invokes the command line
- D.controls monitor configuration

**Correct:A**

**8.Your iMac G5 should be able to connect to a network via a built-in Ethernet connection when it starts up in Safe Mode in Mac OS X 10.4.**

- A.True
- B.False

**Correct:A**

**9.Mac OS X 10.4 Disk Utility lets you run Verify Disk on the current startup volume.**

- A.True
- B.False

**Correct:B**

**10.What does starting up in Safe Mode in Mac OS X 10.4 do?**

- A.It disables Auto-login
- B.It disables all Startup items
- C.It disables all non-system fonts
- D.It moves font caches to the trash
- E.It disables only Non-Apple Startup items
- F.It moves all disabled plist files to the trash

**Correct:A B C D**

**11.What is the best way to resolve most application/frameworks mismatches in Mac OS X 10.4?**

- A.Create a new user
- B.Repair permissions
- C.Run Software Update
- D.Reinstall the application
- E.Archive and install Mac OS X

**Correct:C**

**12.On a Mac OS X v10.4 computer you see the message shown in the exhibit. What does this message indicate?**

You need to restart your computer. Hold down the Power button for several seconds or press the Restart button.

Veillez redémarrer votre ordinateur. Maintenez la touche de démarrage enfoncée pendant plusieurs secondes ou bien appuyez sur le bouton de réinitialisation.

Sie müssen Ihren Computer neu starten. Halten Sie dazu die Einschalttaste einige Sekunden gedrückt oder drücken Sie die Neustart-Taste.

コンピュータを再起動する必要があります。パワーボタンを数秒間押し続けるか、リセットボタンを押してください。

- A.A kernel panic has occurred.
- B.An application has stopped responding.
- C.You have pressed the power button while the computer was powered up.
- D.You have connected a bus-powered device that requires more power than is available.

**Correct:A**

**13.Where can you reset the User Account password?**

- A.Disk Utility
- B.Security system preference
- C.Accounts system preference
- D.Reset Password from the install disc
- E.Login window 'Forgot Password' button

**Correct:C D**

**14.You connect a USB device to your Macintosh keyboard, and see an error message that there is not enough power available for this device. Which TWO steps could each resolve this problem?**

- A.Plug the device into a different USB port on the keyboard.
- B.Restart the computer with the USB device still connected.
- C.Plug the device into a USB port on the back of the computer.
- D.Open System Profiler and search for a corrupted device driver.
- E.Connect the device to external power rather than using bus power.

**Correct:C E**

**15.What is required when initially configuring a Bluetooth device, such as a cell phone, to pair with a computer running Mac OS X v10.4?**

- A.The computer or the device must be set to be Discoverable.
- B.The computer and the device must have the sleep function disabled.
- C.The computer and the device must be within line of sight of each other.
- D.The computer or the device must be set to Require Network Authentication.

**Correct:A**

**16.What application includes synchronization software for Bluetooth-enabled cellular phones?**

- A.iSync
- B.Setup Assistant

- C. Bluetooth Assistant
- D. Bluetooth Serial Utility

**Correct:A**

**17. Which TWO security options can you configure in the Security preferences?**

- A. Limit concurrent logins
- B. Create Master Password
- C. Override Firewall passwords
- D. Allow login for admin users only
- E. Require password to wake this computer from sleep or screen saver

**Correct: B E**

**18. Which statement about FileVault is TRUE?**

- A. Once a user enables FileVault, it cannot be disabled.
- B. FileVault can only be enabled on non-administrator user accounts.
- C. When a user enables FileVault, the user's home directory is transformed into an encrypted disk image.
- D. There is no way to recover a user's data from a FileVault-protected account if the login password is lost.

**Correct:C**

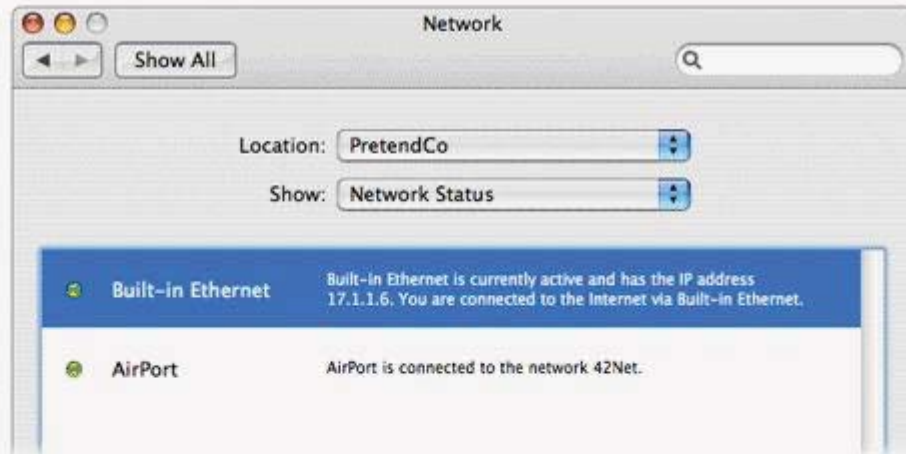
**19. The primary role of the Master Password in Mac OS X v10.4 is to let you \_\_\_\_\_.**

- A. make changes to Admin user accounts
- B. reset the password for a FileVault-enabled account
- C. perform remote system installations on your network
- D. switch to the System Administrator (root) account on a computer with Fast User Switching enabled

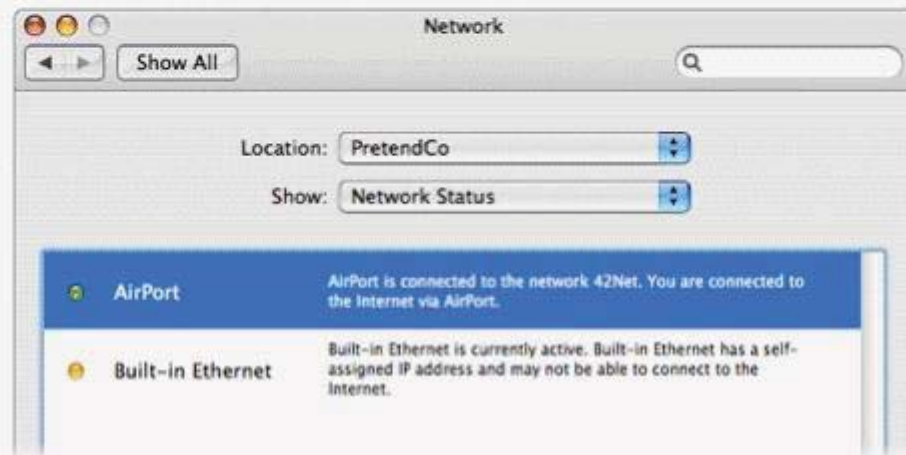
**Correct:B**

**20. You see in Network preferences that the operating system has just updated your network port priority order and port status indicators as shown in the exhibit. What could explain these changes?**

Before



After



- A. The network cable has been disconnected.
- B. The DHCP server has a new AirPort card installed.
- C. An AirPort Base Station has been moved closer to the computer.
- D. The DHCP server on the Built-in Ethernet network is no longer available.

**Correct: D**

**21. The default network protocol in Mac OS X 10.4 is \_\_\_\_.**

- A. IPX
- B. SMB
- C. TCP/IP
- D. Netbios
- E. AppleTalk

**Correct: C**

**22. The Lookup tool in Network Utility \_\_\_\_\_.**

- A. finds the complete route between your computer and another computer on an IP network
- B. determines which ports are open on a remote computer
- C. resolves host names to IP addresses
- D. resolves IP addresses to host names
- E. looks up routing table information

**Correct:C D**

**23.You are troubleshooting a volume connected via target disk mode. What could present a problem?**

- A.Target disk mode volumes are locked by default.
- B.Target disk mode volumes have no file system journal.
- C.Keychains and preferences must be unencrypted before they can be viewed.
- D.Standard Mac OS X file ownership can be ignored, so files can be deleted accidentally.

**Correct:D**

**24.In Mac OS X v10.4, a non-administrator user, Linda, can store her files in \_\_\_\_\_.**

- A./System
- B./Users/linda
- C./Home/linda
- D./Applications

**Correct:B**

**25.Disk Utility can display \_\_\_\_\_.**

- A.a disk drive's capacity
- B.a list of partitions on a disk drive
- C.the number of files in the system folder
- D.the volume format of a mounted partition
- E.the number of files on an unmounted partition
- F.a graphic with the locations of file fragments on a RAID volume

**Correct:A B D**

**26.How do you force a Macintosh computer to start up from a disc in the optical drive?**

- A.Press and hold the V key while the computer starts up, and enter boot cd at the prompt.
- B.Press and hold the C key while the computer starts up.
- C.Choose "Restart from Disc" from the Apple menu.
- D.Press and hold the power button for 5 seconds.

**Correct:B**

**27.While a Mac OS X computer on your network is starting up, its screen displays a gray, spinning globe, similar to the one shown in the exhibit. What does the spinning globe indicate?**



- A.The computer is unable to locate a valid system folder.
- B.The computer is starting up from a network system image.
- C.The computer is starting up from a system folder on the local startup disk.
- D.The computer is downloading a system update before continuing the start up process.

**Correct:B**

**28.You press the power button on a Mac OS X computer, but instead of starting up, its screen**

displays a folder with a flashing question mark, like the one shown in the exhibit. What does this indicate?



- A. Open Firmware did not find a startup disk.
- B. The computer is starting up into Mac OS 9.
- C. There are multiple system folders on the startup disk.
- D. The computer is starting up from a network system folder.

**Correct:A**

**29. When Maria logs in on her Mac OS X v10.4 computer, a utility she recently installed launches and disables the mouse and keyboard. How can Maria prevent the utility from automatically launching when she logs in?**

- A. Hold down the V key while the computer starts up.
- B. Hold down the Shift key immediately after logging in.
- C. Hold down the Option key while the computer starts up.
- D. Log in as another user, and use Disk Utility to fix permissions on the boot volume.

**Correct:B**

**30. How do you start up a Mac OS X computer in single-user mode?**

- A. Restart while holding down Command-S.
- B. Restart while holding down Command-Option-S.
- C. Choose "Restart in single-user mode" from the Apple menu.
- D. Select Single-User Mode in the Startup Disk preferences, and restart.

**Correct:A**

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