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Exam : **Apple 9L0-401**

Title : Mac OS X Support Essentials
v10.4 Exam

Update : Dmeo



1.A user reports that USB devices intermittently stop responding when connected to his PowerBook, but work properly when connected to another Macintosh. Which step would be MOST LIKELY to help you isolate the source of the problem?

- A.Launch Activity Viewer and watch to see if any device drivers stop responding.
- B.Disconnect all non-USB devices to reduce power consumption on his computer.
- C.Restart his computer in verbose mode to see if the USB kernel extension is loading.
- D.Unplug all his USB devices, then reconnect and test following a split-half search method.

Correct:D

2.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? (Choose TWO.)

- A.Run Repair Disk from Disk Utility.
- B.Run Repair Disk Permissions from Disk Utility.
- C.Partition drive (non-destructive) from Disk Utility.
- D.Run Secure Erase from Disk Utility to defragment the drive.
- E.Enable System Administrator (root) login in NetInfo Manager.

Correct:A B

3.Which two utilities can display information about a wide range of system components? (Choose TWO.)

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

Correct:A C

4.Which three are dynamic service discovery protocols supported by Mac OS X v10.4? (Choose THREE.)

- A.Active Directory
- B.AppleTalk
- C.Bonjour
- D.NetInfo
- E.LDAP
- F.SMB

Correct:B C F

5.Authorization verifies _____.

- A.a file's creator and type
- B.a user's name and password
- C.a computer's membership in a computer list
- D.a resource availability to a given user account

Correct:D

6.How can you configure Mac OS X to get authentication information from an LDAP server? (Choose TWO.)

- A.Enter the IP address of an LDAP server in the LDAP pane of Network preferences.

- B. Use Directory Access to configure Mac OS X to get LDAP information from a DNS server.
- C. Use the default configuration, which allows Mac OS X to use a DHCP-supplied LDAP server.
- D. Use Sharing preferences to configure Mac OS X to use an Active Directory server as an LDAP server.
- E. Use Directory Access to configure Mac OS X with the IP address, type, and search base of a specific LDAP server.

Correct: C E

7. Fred wants to upload PDF files to a printing company FTP server. He uses Connect to Server in Mac OS X v10.4 to access the FTP server, and he is able to download files from the server, but he is not able to upload his files. How can Fred resolve this issue?

- A. Use an FTP client other than Connect to Server.
- B. Enable FTP write access in Finder preferences.
- C. Enable the FTP Proxy in the Proxies pane of Network preferences.
- D. Start FTP Access in the Services pane of Sharing preferences on his computer.

Correct: A

8. Network users often have multiple passwords, a distinct password for each network service they access. Which is NOT a valid way to simplify this situation for users in Mac OS X v10.4?

- A. Set up a Kerberos environment on the network.
- B. Have users store their login information for different servers in Keychain.
- C. Set up a directory service to make user and password information available to all computers.
- D. Have users enable the Single Sign-on option in the Authentication pane of Network preferences.

Correct: D

9. In Mac OS X v10.4, you CANNOT turn off the _____ service discovery protocol.

- A. SLP
- B. SMB
- C. Bonjour
- D. AppleTalk

Correct: C

10. You are having issues sending and receiving mail from the Mail application in Mac OS X. Which is a valid troubleshooting step?

- A. Use Connection Doctor in Mail to identify Mail connection problems.
- B. Use the Email pane in Network Utility to verify that mail servers are operational.
- C. Click the Reset Server Settings button in Mail preferences and re-enter the mail server addresses.
- D. Use Network Utility from another computer to perform a port scan on your computer and verify that the POP and SMTP ports are open.

Correct: A

11. Which statement is true of Kerberos?

- A. Kerberos uses tickets.
- B. Kerberos requires LDAP.
- C. Kerberos requires service discovery.
- D. Your computer presents your user name and password to each server.

Correct: A

12. In Mac OS X v10.4, you CANNOT use the Finder's Connect to Server command to connect to _____ servers.

- A.WebDAV
- B.SSH
- C.AFP
- D.FTP

Correct:B

13.From which two tools can you access Password Assistant in Mac OS X v10.4? (Choose TWO.)

- A.NetInfo Manager
- B.Keychain Access
- C.Security preferences
- D.Accounts preferences
- E.Setup Assistant on the Mac OS X Install DVD

Correct:B D

14.In Accounts preferences you can configure an account to _____.

- A.have Read only access
- B.be regulated by Parental Controls
- C.recognize multiple valid passwords
- D.allow the user to log in via SSH only

Correct:B

15.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 that has Fast User Switching enabled

Correct:B

16.Which two security options can you configure in Security preferences? (Choose TWO.)

- 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

17.Which are three valid methods to increase security on a Mac OS X v10.4 computer? (Choose THREE.)

- A.Click the Lock button in System Profiler to prevent remote users from collecting information from the computer.
- B.Turn off automatic login and remove the Restart and Shut Down buttons from the login window.
- C.Press Option-Escape on startup to prohibit non-administrator user logins.
- D.Define a strong password policy and use strong passwords consistently.
- E.Use Password Assistant to encrypt user passwords.
- F.Enable FileVault in Security preferences.

Correct:B D F

18.Which two procedures will reset an account password in Mac OS X v10.4? (Choose TWO.)

- A.In Accounts preferences, select the account, then enter the current and new passwords.

B. In Terminal, type `pwd -username -newpassword`, where `username` is the account name, and `newpassword` is your new password.

C. Boot the computer with the Mac OS X v10.4 Install DVD and use the Reset Password command to reset the account password.

D. In Keychain Access, delete the item called `ogin passwd`, then click the Password button and create a new item named `ogin passwd` containing the new password.

E. Start the computer in single user mode, mount the drive with the `mount -uw /` command, and delete the user account keychain to force a new password on next login.

Correct: A C

19. Which is NOT a valid reason to use the command line rather than the Finder in Mac OS X v10.4?

A. Commands executed at the command line can be combined for efficiency.

B. It is easier to execute `undo` at the command line than to undo commands in the Finder.

C. Commands executed at the command line can be executed from a different user account more easily than their Finder equivalents.

D. Some file system commands executed at the command line, like `chown` and `chmod`, have options for which there are no equivalents in the Finder.

Correct: B

20. You are in Terminal and have navigated to your Home folder. Which three commands can you type to display the contents of a file named MyFile that resides in your Home folder? (Choose THREE.)

A. `cat MyFile`

B. `cat ../Myfile`

C. `cat ~MyFile`

D. `cat ./MyFile`

E. `cat ~/MyFile`

Correct: A D E

21. What are two security advantages of using SSH to log in to a remote computer? (Choose TWO.)

A. SSH requires a strong password.

B. SSH traffic is encrypted on the network.

C. SSH passwords are stored in the Keychain.

D. SSH logins must be enabled by an administrator.

E. SSH connections must be made from a static IP address.

Correct: B D

22. Which command in Terminal lets you move to the top level of your hard drive from any location in the file system?

A. `cd ~`

B. `cd /`

C. `cd \`

D. `cd ..`

Correct: B

23. Press Exhibit to view the image. In the Finder, Chris creates a folder in her home directory and sets the permissions as shown in the exhibit. In Terminal, Chris types: `ls -l ~` and presses Return. What permissions are shown for the new folder?

- A.-rwx-wx-wx
- B.drw--w--w-
- C.drwx-wx-wx
- D.drw--wx-wx
- E.-rw--wx-wx

Correct:C

24.Which two procedures will let a Mac OS X v10.4 user view a file ownership and access permissions? (Choose TWO.)

- A.Run the ls -l command in Terminal.
- B.View the file in Column View in the Finder.
- C.Press the Verify Permissions button in Disk Utility.
- D.Select the file and choose Get Info from the File menu.
- E.Click the Permissions tab in Apple System Profiler and select the file.

Correct:A D

25.What are three ways to access the command line in Mac OS X v10.4? (Choose THREE.)

- A.Launch Console.
- B.Launch Terminal.
- C.Launch Network Utility.
- D.Start up in verbose mode.
- E.Log in remotely using SSH.
- F.Start up in single user mode.
- G.Choose Command from the Apple menu.

Correct:B E F

26.Which three shortcuts can be used in Terminal in Mac OS X v10.4? (Choose THREE.)

- A.Press Tab to complete an unambiguous path.
- B.Type ~/ to go to the System Administrator home folder.
- C.Drag a Finder item into the Terminal window to auto-enter its path.
- D.Press the Up Arrow key to reuse a previously executed command.
- E.Type a command and press F9 to see the man page for that command in a new window.
- F.Type and press Return to see all commands you have entered in your current Terminal session.

Correct:A C D

27.You have configured your Mac OS X v10.4 computer to share a USB printer. Mac OS X users can locate and print to it, but Windows users cannot. What additional step must you take to allow Windows users to print to your shared USB printer?

- A.In Printer Setup Utility choose Windows from the Printer Sharing menu.
- B.In Printer Setup Utility choose Windows Printing from the Printers menu.
- C.In the Services pane of Sharing preferences click the Windows Sharing checkbox.
- D.In the Sharing pane of Print & Fax preferences click the Windows Printing checkbox.

Correct:C

28.In Mac OS X v10.4, how do you enable printing to a printer shared by a Windows computer?

- A.In Printer Setup Utility, select the workgroup and printer from the Default Browser pane in the Printer Browser window, and click Add.
- B.From the Printing pane of Print & Fax preferences, choose Windows Printers in the pop-up menu, then

select the workgroup and printer.

C. In the Print dialog, choose the workgroup from the Windows Printer entry in the Printer pop-up menu, then select the printer from the list.

D. In Printer Setup Utility, click More Printers in the Printer Browser window and choose Windows Printing from the pop-up menu, then choose the workgroup, select the printer, and click Add.

Correct:D

29. Press Exhibit to view the image. When Chris prints a PDF document to a network laser printer, the lower half of the last line at the bottom of each page does not print, as shown in the exhibit. When other users print this document to the same printer, the last line prints properly. What is the MOST LIKELY cause of this problem?

A. The printing system needs to be reset from Printer Setup Utility.

B. Chris did not select the Full Page option in the Page Setup dialog.

C. Chris added the printer via AppleTalk instead of Bonjour in Printer Setup Utility.

D. The correct printer is not chosen in the format for?pop-up menu in the Page Setup dialog.

Correct:D

30. How do you configure your Mac OS X v10.4 computer to allow other Mac OS X computers to send faxes through your computer?

A. In Printer Setup Utility, choose Enable Sharing from the Fax/Modem menu.

B. Click the checkbox for Fax Sharing in the Services pane of Sharing preferences.

C. Select Printer Sharing in the Services pane of Sharing preferences, and click the allow fax sharing?checkbox.

D. Enable the let others send faxes through this computer?option in the Sharing pane of Print & Fax preferences.

Correct:D

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