

# 9L0-012<sup>Q&As</sup>

Mac Service Certification Exam

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**QUESTION 1**

Which THREE of the following items are appropriate to use for ESD prevention?

- A. Metal work surface
- B. Power supply discharge tool
- C. Grounded work mat
- D. Wrist strap and cord
- E. Wireless wrist strap
- F. Static-shielding bags

Correct Answer: CDF

Reference: <http://www.esdjournal.com/techpapr/ryne/esdbags.htm>

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**QUESTION 2**

If a customer uses the wrong wattage power adapter with a MacBook Pro (15-inch, Mid 2012) and cannot power on the device, which of the following problems spaces best describes this issue?

- A. OS
- B. Software
- C. Hardware
- D. Educational Opportunity

Correct Answer: A

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**QUESTION 3**

William states that the Ethernet ports do not function on his Mac Pro (Mid 2012) when plugged into the network at his office. He demonstrated that he knows how to connect Ethernet cables and was able to connect to the Internet on your known-good Ethernet network. You ran MRI and and the computer passed all tests when run using either Ethernet port. What question should you ask the customer next?

- A. Are any other computers able to connect to Ethernet at the office?
- B. Have you installed all system software and firmware updates?
- C. How did you damage your Ethernet cable at the office?
- D. Did you change the default network settings?

Correct Answer: B

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#### QUESTION 4

Which Mac Book Pro listed below can use USB 3 devices at full speed?

- A. MacBook Pro (13-inch, Mid 2012)
- B. MacBook Pro (13-inch, Late 2011)
- C. MacBook Pro (15-inch, Late 2011)
- D. MacBook Pro (17-inch, Late 2011)

Correct Answer: A

Reference: <https://support.apple.com/en-us/HT201163>

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#### QUESTION 5

Which of the following could indicate accidental damage when inspecting the inside of a Mac mini (Late 2012) before a repair?

- A. Light dust in the fans
- B. Third-party RAM installed
- C. Lint gathered near the rear vents
- D. Oxidation or discoloration of the logic board

Correct Answer: D

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