9L0-066 ^{Q&As}

OS X Yosemite Troubleshooting

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QUESTION 1

Jessie is trying to boot to OS X Recovery. She remembers using OS X Recovery in the past on this computer, but she does not see the Recovery HD in Startup Manager anymore. Of the following possibilities, which is most likely the cause?

A. There is no Recovery HD.

B. Disable Recovery HD is selected in the Startup Disk pane of System Preferences.

C. OS X Yosemite needs to be reinstalled from App store.

D. FileVault 2 is enabled or a firmware password is set.

Correct Answer: D

QUESTION 2

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 3

If you have File Vault 2 enabled on your Mac, how do you start up from OS X Recovery?

A. Hold the Command and R keys at startup.

B. You must turn off disk encryption to use this feature.

C. Use the Option key and choose OS X Recovery disk in the Startup Manager,

D. Open System Preferences > Startup Disk preference pane, then select the OS X Recovery disk.

Correct Answer: A

QUESTION 4

A MacBook Pro with OS X installed is unresponsive after login. Your customer would like to search online Apple Support articles about this issue. How can she quickly accomplish this task?

A. Startup from OS X Recovery and choose the Get Help Online option.

B. Startup from an OS X Install DVD and choose the Get Help Online option

C. In order to use Safari, the customer will have to restore the hard disk from a Time backup.

D. She must first install OS X on an external disk, then use Safari to search Apple Support articles.

Correct Answer: C

QUESTION 5

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

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