

## 9L0-066<sup>Q&As</sup>

OS X Yosemite Troubleshooting

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## QUESTION 1

William is managing systems running OS X at his company. He is distributing a PNG file that is to be used on these company systems as the desktop picture whenever a user logs in. The picture needs to be available to all user accounts set up on each system. In which of the following folders would the PNG file need to be stored on each system?

- A. -/Library/Desktop Pictures
- B. /System/Library/Desktop Pictures
- C. /System/Desktop Pictures
- D. /Library/Desktop Pictures

Correct Answer: D

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## QUESTION 2

Lucy, the Family Organizer, has turned off Family Sharing. Which group purchases do previous group members still have access to?

- A. All group member purchases can still be accessed.
- B. Only free purchases can be accessed.
- C. No content downloaded while part of a family group can be accessed
- D. All content can be accessed because previous group members are instantly charged for all purchase.
- E. Purchases that each member paid for themselves with gift or store credit, and purchases they initiated can be accessed.

Correct Answer: C

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## QUESTION 3

The Mac will emit tones at startup if the machine is not passing initial tests. Match the correct tone to the symptom.

Drag the Tone from the left column to the gray box next to the Symptom in the right column.

Select and Place:

Tone	Symptom
One tone, five second pause, one tone	RAM does not pass data integrity check
Three successive tones, five second pause, three successive tones	A firmware upgrade is in process
One long tone when holding the power button down	No RAM installed or detected
Three long tones, three short tones, three long tones	Indicates a firmware level corruption

Correct Answer:

Tone		Symptom
	Three successive tones, five second pause, three successive tones	RAM does not pass data integrity check
	One long tone when holding the power button down	A firmware upgrade is in process
	One tone, five second pause, one tone	No RAM installed or detected
	Three long tones, three short tones, three long tones	Indicates a firmware level corruption

## QUESTION 4

Sarah needs to have an account in OS X on the office iMac that will ensure that the contents of the home folder are deleted each time the user logs out. Which of the following account types does Sarah need to use?

- A. Standard
- B. Managed with Parental Controls
- C. Guest
- D. Sharing Only

Correct Answer: C

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## QUESTION 5

Which of the following is the correct definition of a router?

- A. A router connects networks together isolating traffic within each network.
- B. A router is any computer, printer, or other electronic device that could potentially communicate with another device over the network.
- C. A router is the physical layout of the cables and devices on a network.
- D. A router allows one computer or device to make requests on behalf of another over a network.

Correct Answer: A

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## QUESTION 6

An iMac starts, but becomes unresponsive after the login screen. How can you easily disable login items to see if they are causing the issue?

- A. Hold the Shift key at start up to Safe Boot.
- B. Start the iMac to OS X Recovery and reinstall OS X
- C. Hold Command-S to enter single-user mode, then mo
- D. Start the iMac to OS X Recovery, open Terminal, and use it to delete all login items.

Correct Answer: A

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## QUESTION 7

Brandon is returning to iPhone after trying a competitor's smart phone. He cannot remember the Apple ID he previously used for Apple services. How do you help?

- A. Create a new Apple ID at [appleid.apple.com](https://appleid.apple.com).
- B. Send an email to [iforgot.apple.com](mailto:iforgot.apple.com).
- C. Click Find your Apple ID on [appleid.apple.com](https://appleid.apple.com).
- D. Answer the security questions on

Correct Answer: B

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## QUESTION 8

Jim purchased an app from the Mac App Store with his iMac at home and would now like to use it while traveling with his MacBook Pro. How can he easily accomplish this goal?

- A. Use Back to My Mac screen sharing to use the app on the iMac.
- B. Open iTunes, click on "Purchased on the Mac App Store" in the Store, then install the app.
- C. Sign in to his account in the Mac App Store, click Purchases, and then install the app.
- D. He must purchase the application again on the Mac App Store to install on the MacBook Pro.

Correct Answer: C

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## QUESTION 9

Gretchen accidentally deleted a file on her MacBook Air while traveling. She backs up regularly to Time Machine, but did not backup while she was away. From which location would you recover the deleted file?

- A. FileVault
- B. Local Snapshots
- C. The encrypted Time Machine backup
- D. The Time Machine folder in `/System/Library/`

Correct Answer: B

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## QUESTION 10

Patrick explains, "I am repeatedly prompted to enter my admin password when I am installing OS X( but I do not use a password. I just leave it blank. How do I get past this and get OS X installed?" How should you respond?

- A. Enter `\\'apple\\'` for the password during installation. You will be prompted to change your password when installation is complete."
- B. "You can create a Standard user account on the machine, set a password, and install OS X while logged in with that user account"

C. The OS X Installer will not accept a blank administrator password. You will need to change the password for that administrator account in the Users and Groups pane of System Preferences before you try to install OS X."

D. "You may use your Apple ID password instead of the administrator password when prompted."

Correct Answer: C

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**QUESTION 11**

Mary is really busy and must focus on a weekly reports. She really needs to update her apps in OS X, but it is not always a convenient time when App Store notifies her. Which of the following would be the best option in App Store notifications for Mary to select?

A. Click "Don't Ask Me Again" so the download apps reminder goes away.

B. Click "Later," and choose a convenient time to update the apps.

C. Click "Download apps in Sleep Mode."

D. Click "Close" and wait for another reminder.

Correct Answer: B

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**QUESTION 12**

Stacey states that the light on her recently purchased Apple Wireless Keyboard continuously blinks. Which of the following best describes the issue?

A. The keyboard has low battery and the batteries need to be replaced.

B. The blinking indicates the keyboard is paired to another device.

C. The keyboard is out of range and needs to be moved closer to the device it is paired with.

D. The keyboard is turned on and ready to be paired with her computer.

Correct Answer: C

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**QUESTION 13**

Which of the following is a valid choice in the Security and Privacy of System Preferences for "Allow apps downloaded from" setting?

A. CDs and DVDs

B. Apple Software only

C. Mac App Store and CDs and DVDs

D. Mac App Store and identified developers

Correct Answer: D

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## QUESTION 14

There is a way to start up your Mac so that it performs certain checks and prevents some software from automatically loading or opening. What is the name of this startup method?

- A. Restore
- B. Disk Utility
- C. Console
- D. Safe Mode

Correct Answer: D

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## QUESTION 15

The installation of OS X Yosemite has failed. First Aid in Disk Utility reports directory damage but cannot repair it. What do you do next?

- A. Reinstall OS X using the Recovery System.
- B. Replace the hard drive.
- C. Erase the hard drive and then reinstall OS X.
- D. Restart the machine and download the OS X Yosemite installer again.

Correct Answer: C

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