

# 9L0-422<sup>Q&As</sup>

OS X Support Essentials 10.10

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## QUESTION 1

Review the screenshot, then answer the question below.



While attempting to start up, an Intel-based Mac displays the icon shown above.

What does it indicate?

- A. The computer's firmware can't locate a valid booter file.
- B. The Mac can't load a kernel.
- C. The user is pressing invalid startup shortcut keys.
- D. The folder that holds all the user home folders can't be located or accessed.

Correct Answer: A

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## QUESTION 2

How do you start up an OS X computer in single-user mode?

- A. Start up from the Recovery system partition and enter the command `reboot -single` in Terminal.
- B. Hold down Command-S while the computer starts up.
- C. Hold down Shift-Option while the computer starts up.
- D. Select Single-User Mode in the Startup Disk pane of System Preferences, then restart the computer.

Correct Answer: B

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## QUESTION 3

In the screenshot, click an icon of the preference pane where you enable spoken descriptions of items on the computer screen.

Hot Area:



Correct Answer:



## QUESTION 4

Along with IMAP, POP, and SMTP, which protocol does the Mail application in OS X support?

- A. Exchange Web Services (EWS)
- B. WebDAV
- C. MAPI
- D. Exchange ActiveSync (EAS)

Correct Answer: A

## QUESTION 5

Which of these are available from the Utilities menu when you start up from the OS X Recovery partition? (Select TWO.)

- A. Network Utility

- B. AirPort Utility
- C. Activity Monitor
- D. Migration Assistant
- E. Terminal

Correct Answer: AE

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## QUESTION 6

In OS X, you can use Disk Utility to create file archives in which format?

- A. ZIP
- B. GZIP
- C. SITX
- D. DMG

Correct Answer: D

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## QUESTION 7

You downloaded an app using Safari. When you try to open the app, you see a message that says the application is damaged and cannot be opened, and that you should move it to the Trash.

Which is a possible explanation?

- A. Gatekeeper has recognized that the app was altered after it was signed.
- B. The quarantine system downloaded the app into a sandbox that is corrupted.
- C. The app was signed using a certificate from an unknown authority.
- D. The certificate needed to decrypt this app can't be found in the keychain.

Correct Answer: A

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## QUESTION 8

If you log in to OS X as a guest user, when you log out, OS X deletes any files you stored in /Users/ Shared/ during your session.

- A. True
- B. False

Correct Answer: A

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## QUESTION 9

On a Mac, where can user preferences for sandboxed apps be stored?

- A. ~/Library/Containers/
- B. ~/Library/Preferences/
- C. /Library/Preferences/
- D. /Library/Documents/

Correct Answer: B

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## QUESTION 10

You started up your Mac from its OS X Recovery partition, and you need to repair the hard disk.

Which procedure should you use?

- A. In the OS X Utilities window, click Select Volume, click Continue, select the hard disk, and click Verify and Repair.
- B. Quit the Recovery app, then open Disk Utility from the /Applications/Utilities/ folder on the OS X Recovery partition, select the hard disk, and click Repair Disk.
- C. Select Disk Utility in the OS X Utilities window, click Continue, select the hard disk, and click Repair Disk.
- D. Quit the Recovery app, open Disk Utility from the /Applications/Utilities/ folder on the Macintosh HD partition, select the hard disk, and click Repair Disk.

Correct Answer: C

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## QUESTION 11

Which information do you need to know about a corporate VPN server before you can configure the built-in VPN capability on an OS X computer to access the corporate network?

- A. Whether the corporate VPN server supports PPPoE
- B. Whether the corporate VPN server supports DNSSEC
- C. Whether the corporate VPN server supports PPTP, L2TP over IPSec, or Cisco IPSec
- D. Whether network protocols will be encapsulated by the corporate VPN server

Correct Answer: C

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**QUESTION 12**

When a user creates archive files from the Finder, which archive format does OS X use by default?

- A. ZIP
- B. GZIP
- C. SITX
- D. DMG

Correct Answer: A

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**QUESTION 13**

An OS X computer is connected to both an Ethernet and a Wi-Fi network. In Network System Preferences, how can you specify which interface the Mac will use to access the Internet?

- A. Click Internet Connect to select the preferred interface, then disable the other interface(s).
- B. In the Action pop-up menu, choose Set Service Order, then move the preferred interface to the top of the Service Order list.
- C. Assign a public IP address to the preferred interface and a private IP address to the other interface(s).
- D. Enter a DNS configuration for the preferred interface, and delete the DNS configuration for the other interface(s).

Correct Answer: B

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**QUESTION 14**

You\\re troubleshooting a Mac.

Which is a valid reason for shutting down AND THEN starting up a Mac instead of selecting Restart from the Apple menu?

- A. Mac does a full POST on startup only after a shutdown.
- B. Mac loads a clean user session on startup only after a shutdown.
- C. Mac performs disk checks on startup only after a shutdown.
- D. Mac archives errors from the session to the log only during a shutdown.

Correct Answer: A

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**QUESTION 15**

On a Mac, you connect to a server and then open System Preferences. In the screenshot, click the icon of the preference pane where you configure OS X to connect to the same server automatically each time you log in.

Hot Area:



Correct Answer:





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