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Exam : **9L0-415**

Title : OS X Support Essentials 10.9

Vendor : Apple

Version : DEMO

NO.1 How do you start up an OS X Mountain Lion computer in Safe Mode?

- A. Hold down Shift during startup.
- B. Open Terminal, type `safe_boot`, press Return, and then restart the Mac.
- C. Hold down Command-Option-P-R during startup.
- D. Start up from the OS X Recovery partition, and then choose Safe Boot from the Startup Disk menu.

Answer: A

NO.2 Why might you prefer to shut down and then start up a Mac you are troubleshooting, rather than simply selecting Restart from the Apple menu?

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

Answer: D

NO.3 How can a user with the short name `anna` exclude the `/Users/anna/Downloads/` folder from Time Machine backups?

- A. Open Time Machine, choose Preferences from the Time Machine menu, click the Exclusions tab, click the Add (+) button, navigate to the `/Users/anna/Downloads/` folder, and click Submit.
- B. Open the Time Machine pane of System Preferences, click Options, and add the `/Users/anna/Downloads/` folder to the list of excluded items.
- C. Control-click the `anna` account's Downloads folder in the Finder, click the Sharing and Permissions disclosure button, click the Add (+) button, add the Time Machine user to the list of users, and set the Time Machine user's access to "No Access."
- D. In Terminal, execute the command `sudo defaults write /Library/Preferences/com.apple.TimeMachine excludedFolders -array-add /Users/anna/Downloads`.

Answer: B

NO.4 In OS X Mountain Lion, which TWO types of file service hosts can you browse in the Network folder?(Select 2)

- A. WebDAV
- B. FTP
- C. DFS
- D. SMB
- E. AFP

Answer: D,E

NO.5 What permissions are modified by the Disk Utility Repair Permissions feature?

- A. Disk Utility is the primary application for creating and managing disk images.
- B. The master password is used to reset local account passwords.
- C. The Disk Utility Verify and Repair feature is used to verify or repair the partition scheme and directory structure of a volume. These elements contain the information used to locate files and folders on the volume.

D. The Disk Utility Repair Permissions feature repairs only the ownership and permissions for items installed by Apple. However, this may resolve issues with third-party products.

Answer: D

NO.6 Which application is used to examine open applications on OS X?

A. The Disk Utility Verify and Repair feature is used to verify or repair the partition scheme and directory structure of a volume. These elements contain the information used to locate files and folders on the volume.

B. AppleTalk works only with OS X v10.5 or earlier.

C. The master password is used to reset local account passwords.

D. The Activity Monitor application is used to monitor open processes and applications.

Answer: D

NO.7 When deleting a local user account, what three options does Users & Groups preferences give you for dealing with the user's home folder content?

A. When a user changes his own account password, the system will keep his login keychain password in sync.

B. When performing a Safe Boot, OS X doesn't load third-party KEXTs, third-party launch agents, third-party launch daemons, third-party startup items, third-party fonts, any user login items, or any user-specific launch agents.

C. When deleting a local user account, OS X can archive the home folder content into a compressed disk image, leave the home folder content in the /Users folder, or delete the home folder content. Optionally, OS X can perform a secure erase on the home folder content.

D. The Font Book application shows a small dot next to the name of any font that has duplicate resources.

Answer: C

NO.8 What's unique about the permissions of the /Users/Shared folder?

A. When fast user switching is enabled, all users are allowed to see other users' locally connected disks.

B. The Shared folder is set up to allow all users to read and write files, but only the user who owns an item can delete it from the Shared folder. This is accomplished using the sticky bit permissions setting.

C. The Ping tab of Network Utility allows you to test basic connectivity to another network host by sending and then waiting for the return of a ping packet.

D. You can prevent automatic updates for all users by disabling the options in App Store preferences. You can further restrict a user's ability to use the Mac App Store by configuring Parental Controls for the user's account.

Answer: B

NO.9 Bundles and packages are used to combine complex items into individual folders. Packages have the additional advantage of appearing as a single item in the Finder. This allows software developers to combine resources into a single item and prevents users from seeing and potentially

damaging those resources through deletion or moving of files.

- A. What does OS X use bundles or packages for?
- B. What does the diagnostic reporting feature do?
- C. How does file system journaling work?
- D. What does CUPS do?

Answer: A

NO.10 Review the screenshot, and then answer the question below.



While starting up an Intel-based Mac, you see the screen shown above. What does it mean?

- A. The folder that holds all the user home folders cannot be located or accessed.
- B. The computer's firmware cannot locate a valid booter file.
- C. An invalid startup keyboard shortcut is being pressed.
- D. The booter is unable to load a valid kernel.

Answer: D

NO.11 You are logged into a MacBook Pro as a standard user. How can you display the OS X Mountain Lion build number?

- A. Choose About This Mac from the Apple menu, and then click the text directly under OS X until the build number is revealed.
- B. Type build_number in Spotlight, and then scroll through the resulting information until the build number is revealed.
- C. In the General pane of System Preferences, click the Info disclosure triangle to reveal the build number.
- D. Choose Software Update from the Apple menu, and then choose Build Number from the Update menu.

Answer: A

NO.12 Metadata is information stored outside of a file or folder. It provides additional information about files and folders. Examples include: file flags, extended file attributes, and permissions.

(No Answer)

- A. How can an OS X system automatically connect to a Wi-Fi network?
- B. What's a profile? How are profiles managed?
- C. What can you enable to locate a lost Mac system?
- D. What is file system metadata? What are some examples of file system metadata?

Answer: D

NO.13 How can you limit a user account from having full access to all applications?

- A. Parental Controls can further limit a user account. Examples include enforcing a simple Finder, limiting applications and widgets, limiting Mac App Store content, setting time limits, and content filtering for several applications included in OS X.
- B. The Archive option in the Finder creates compressed zip archive files.
- C. Resource contention occurs when fast user switching is enabled and a user tries to access an item another user already has open in the background. Document contention occurs when a user attempts to open a document another user has already opened. Peripheral contention occurs when a user attempts to access a peripheral already in use by another user's open application. Application contention occurs when the second user attempts to access an application designed to run only once on a system.
- D. By default on OS X, opens Archive Utility, the default application for opening zip archive files. Archive Utility, expands the contents of the zip archive next to the same location as the original zip archive.

Answer: A

NO.14 You are configuring an OS X Mountain Lion computer that will be located in a public space. You want anyone to be able to log in and use Safari, but you do NOT want their Safari browser history to remain on the computer after users log out. Which action will let the computer function in the desired manner?

- A. Enable the Guest account for login.
- B. Create a managed account with Parental Controls.
- C. Create a Sharing Only account.
- D. Create a Guest account.

Answer: A,B,D

NO.15 What's the best source for acquiring printer drivers for OS X?

- A. The network service order list is used to determine the primary network service interface if there is more than one active service. All network traffic that isn't better handled via local connection to an active network service interface is sent to the primary network service interface. So in most cases all WAN traffic, Internet traffic, and DNS resolution is sent through the primary network service interface.
- B. The Apple print drivers are the best source for configuring OS X printers. One method is to let the software update system automatically download and install the appropriate printer drivers. Or you can manually download and install printer drivers from the Apple support website.
- C. The master password is used to reset local account passwords.
- D. The Activity Monitor application is used to monitor open processes and applications.

Answer: B