



**Vendor:** Apple

**Exam Code:** 9L0-065

**Exam Name:** Mac OS X v10.9 Troubleshooting Exam

**Version:** DEMO

#### QUESTION 1

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 Mountain Lion.
- C. Hold command S to enter Single User mode, then move login items with the command line.
- D. Start the iMac to OS X Recovery, then open the terminal and use it to delete all login items.

**Answer: A**

#### QUESTION 2

Which of the following are supported when transferring data from a PC to a Mac using Migration Assistant? SELECT TWO:

- A. Fibre Channel
- B. Target Disk Mode
- C. Wi-Fi networking
- D. Ethernet networking
- E. Online Backup Services

**Answer: CD**

#### QUESTION 3

After running software updates, Scott's Mac mini is hanging during startup at a blue screen. What built-in startup mode might resolve this issue?

- A. Verbose
- B. Safe Boot
- C. Single User
- D. Target Disk Mode

**Answer: B**

#### QUESTION 4

Examine the image above. What could cause a Mac to display this prohibitory sign at startup?



- A. An incorrect build of OS X is installed on the hard disk or SSD.
- B. The memory is missing or not detected.
- C. Apple Hardware test is loading.

D. EFI failed to load.

**Answer: A**

**QUESTION 5**

Which of the following is the indication that a Mac has completed the hardware stage of the startup process, and the software Startup stage has begun?

- A. Boot chime
- B. Gray screen
- C. Blank screen
- D. Gray Apple logo

**Answer: D**

**QUESTION 6**

After installing software updates, Scott's Mac mini stops responding during startup and will not show the login screen. What built-in startup mode might resolve this issue?

- A. Verbose
- B. Safe Boot
- C. Single User
- D. Target Disk Mode

**Answer: B**

**QUESTION 7**

A customer who has installed OS X Mountain Lion on his Mac would like to set up a Firmware Password. Where can he find the Firmware Password Utility?

- A. In the Utilities folder on their startup disk.
- B. In the Applications folder on their startup disk.
- C. In the Security & Privacy Systems Preference pane.
- D. In the Utilities menu when booted to OS X Recovery.

**Answer: D**

**QUESTION 8**

A customer decides to encrypt their existing Time Machine backup. How should they proceed?

- A. Erase the drive using the Disk Utility then start a new Time Machine backup.
- B. Enable FileVault 2 on the startup disk to automatically encrypt the Time Machine backup.
- C. Get info on the Time Machine backup drive then select the enable encryption checkbox.
- D. Use the Time Machine preferences to re-select the backup drive then select the encrypt backup disk checkbox.

**Answer: D**

**QUESTION 9**

An administrator user wishes to share a Desktop picture with all local users. Where should she store the image file?

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

**Answer: A**

**QUESTION 10**

How can a user delete a file named "junk document" from all previous Time Machine backups?

- A. Delete "junk document" in the Time Machine Finder window for the most recent backup.
- B. Open Time Machine preferences and remove the file "junk document" from the backup list.
- C. Select the Delete all Backups of "junk document" from the File menu in any standard Finder window.
- D. Select the Delete all Backups of "junk document" from the Action menu in the Time Machine Finder window.

**Answer: D**

**QUESTION 11**

Which of the following is the indication that a Mac is loading system software?

- A. Boot chime
- B. Gray screen
- C. Blank screen
- D. Gray Apple logo with a spinning gear

**Answer: D**

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