
➤ **Vendor: Apple**

➤ **Exam Code: SUP-2025**

➤ **Exam Name: Apple Device Support Exam**

➤ **New Updated Questions from [Braindump2go](#) (Updated in May/2025)**

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Question:1

A user migrated to their new iPhone using a Mac backup of their old iPhone. The user reports their Health and Activity data is missing. Why is the Health and Activity data missing?

- A. The user deselected Health and Activity data when they backed up their iPhone.
- B. Health and Activity data isn't backed up when backing up to a computer.
- C. The user restored from an unencrypted backup.
- D. The user deselected Health and Activity data when they restored their backup.

Answer: C

Explanation:

Question:2

Which feature isn't available with a Managed Apple Account?

- A. iCloud Keychain
- B. iCloud Drive
- C. News
- D. Health

Answer: D

Explanation:

Question:3

A user reports that the keyboard on their Mac needs replacement. They say about 10 keys on the right side of the keyboard are producing incorrect characters when pressed. What is the most likely explanation?

- A. Game Mode is active.
- B. Mouse Keys is active.
- C. The keyboard needs replacement.
- D. Sticky Keys is active.

Answer: C

Explanation:

Question:4

Where can you view the amount of memory that apps are using?

- A. Console
- B. Apple Diagnostics
- C. System Information
- D. Activity Monitor

Answer: D

Explanation:

Question:5

Which accessibility feature enlarges text on the screen when you move the pointer over it?

- A. VoiceOver
- B. Zoom
- C. Pointer Control
- D. Hover Text

Answer: D

Explanation:

Question:6

How can you enlarge the view on your Mac using an accessibility feature?

- A. Use Increase Transparency.
- B. Use Zoom.
- C. Use Assistive Touch.
- D. Use Magnifier.

Answer: B

Explanation:

Question: 7

Safari profiles aren't syncing between a user's Mac and iPhone. What should you verify on the user's devices to resolve this issue?

- A. Profile syncing is turned on for the Apple Account.
- B. Safari extensions are turned on in the iCloud section of Apple Account settings.
- C. Safari is turned on in the iCloud section of Apple Account settings.
- D. Private Relay is turned on in the iCloud section of Apple Account settings.

Answer: C

Explanation:

Question: 8

Which of these steps should you complete if your iPad fails to back up to iCloud?

- A. Ensure that you're signed in with your Managed Apple Account.
- B. Confirm that Bluetooth is turned on.
- C. Verify that enough space is available in your iCloud storage.
- D. Verify that your iPad has a device passcode and is unlocked.

Answer: C

Explanation:

Question: 9

Which of these actions should you take if an alert appears after you install a system extension?

- A. Open System Information to notarize the extension.
- B. Contact the developer for extension support.
- C. Use Migration Assistant to update the extension to be compatible with the current version of macOS.
- D. Start up the Mac in safe mode, and reinstall the extension.

Answer: B

Explanation:

Question: 10

Which two data types can be included only when you create an encrypted iPhone backup to a Mac? (Select two.)

- A. Device passcode

- B. FaceID
- C. Health data
- D. Saved passwords
- E. Wallet

Answer: C,D

Explanation:

Question: 11

Where in Settings can you review configuration profiles?

- A. General > Privacy & Security
- B. Profiles > Remote Management
- C. General > VPN & Device Management
- D. Privacy & Security > Profiles

Answer: C

Explanation:

Question: 12

You install software that contains a system extension on a Mac. An alert appears. What should you do?

- A. Restart the Mac in Safe Mode, and use Control Center to reinstall the extension.
- B. Use System Information to inspect and notarize the extension, then restart the Mac.
- C. Open Migration Assistant, and update the extension to be compatible with the current version of macOS.
- D. Open Privacy & Security settings, allow the extension, and restart the Mac.

Answer: D

Explanation:

Question: 13

Which type of information can you review in System Information?

- A. Analytics data that was sent to Apple
- B. Results after running System Diagnostics
- C. Results after running Apple Diagnostics
- D. Results from Crash Reports

Answer: C

Explanation:

Question: 14

What must you do to start Apple Diagnostics? (Image of macOS startup options)

- A. Press and hold Option-D.
- B. Press and hold Command-Option-D.

- C. Press and hold Command-D.
- D. Press and hold Shift-D.

Answer: C

Explanation:

Question: 15

Several managed apps used for work collaboration disappeared from a user-owned iPhone. Which user action would cause this?

- A. Resetting network settings
- B. Unenrolling from the organization's MDM solution
- C. Releasing the device from Apple Business Manager
- D. Signing out of their personal Apple Account

Answer: B

Explanation:

Question: 16

Which two of these conditions are required to automatically sync Safari profiles between devices? (Select two.)

- A. Devices use complex passwords.
- B. Devices are signed in with the same Apple Account.
- C. Safari is turned on in the iCloud section of Apple Account settings.
- D. Private Browsing is turned off.
- E. "Website tracking: Prevent cross-site tracking" is turned on.

Answer: B,C

Explanation:

Question: 17

An app stopped responding. How can you use the Dock to force the app to quit?

- A. Shift-click the app icon, then choose Force Quit from the shortcut menu.
- B. Control-click the app icon, then choose Force Quit from the shortcut menu.
- C. Fn (Function)-click the app icon, then choose Force Quit from the shortcut menu.
- D. Esc (Escape)-click the app icon, then choose Force Quit from the shortcut menu.

Answer: B

Explanation:

Question: 18

What keyboard shortcut can you type to open the Force Quit Applications window?

- A. Option-Control-power button
- B. Control-Command-power button
- C. Option-Command-Esc (Escape)

D. Control-Command-Esc (Escape)

Answer: C

Explanation:

Question: 19

Which are two requirements to sync Safari profiles automatically between devices? (Select two.)

- A. Two-factor authentication
- B. Contact Key Verification
- C. Safari turned on in the iCloud section of Apple Account settings
- D. Devices with the same Sign-In & Security settings
- E. Devices signed in using the same Apple Account

Answer: C,E

Explanation:

Question: 20

Which two features do you need to set up passkeys on Apple devices? (Select two.)

- A. App-Specific Passwords
- B. Two-factor authentication
- C. Legacy Contact
- D. iCloud Keychain
- E. Account Recovery

Answer: B,D

Explanation:

Question: 21

Which setting should you turn off to stop your iPhone from automatically joining a network you no longer use?

- A. Ask to Join Networks
- B. Auto-Link
- C. Preferred Networks
- D. Auto-Join

Answer: D

Explanation:

Question: 22

What command gives you the ability to set, change, and reset privacy permissions for a single app or all apps?

- A. tccutil
- B. dscl
- C. ifconfig

D. Sysadminctl

Answer: A

Explanation:

Question: 23

A user's personal Mac updated to the latest version of macOS last week. Their work Mac doesn't show the update as available. Why isn't the update available on the user's work Mac?

- A. The organization's MDM solution deployed a bootstrap token to the Mac.
- B. The organization's MDM solution is deferring updates.
- C. The user is signed in with a personal Apple Account.
- D. The user doesn't have an Administrator account on the Mac.

Answer: B

Explanation:

Question: 24

A user has an external storage device. They can read files from the external storage device, but they can't write to it from their Mac. Which drive format could prevent writing to an external storage device from the user's Mac?

- A. NTFS
- B. exFAT
- C. MS-DOS (FAT32)
- D. macOS Extended (Journaled)

Answer: A

Explanation:

Question: 25

Which two methods can you use to transfer a sysdiagnose report from your iPad? (Select two.)

- A. Go to Settings > General > AppleCare & Warranty > Analytics Data, then use AirDrop to transfer the sysdiagnose report.
- B. Connect your iPad to Mac, click Macintosh HD in Locations in the Finder sidebar, and click Sync.
- C. Connect your iPad to Mac, click the device in Locations in the Finder sidebar, and click Sync.
- D. Go to Settings > Privacy & Security > Analytics & Improvements > Analytics Data, then use AirDrop to transfer the sysdiagnose report.
- E. Go to Settings > General > AirPlay & Continuity > Analytics Data, then use AirDrop to transfer the sysdiagnose report.

Answer: C,D

Explanation:

Question: 26

What should you do to run system diagnostics on Mac?

- A. In Activity Monitor, go to View > Run System Diagnostics.
- B. In Console, go to View > Run System Diagnostics.

- C. In Feedback Assistant, choose System Diagnostics from the pop-up menu.
D. In Diagnostic Reporter, choose System Diagnostics from the pop-up menu.

Answer: A

Explanation:

Question: 27

Which feature limits what a root user can do to macOS?

- A. XProtect
B. Full Disk Access
C. System Integrity Protection
D. Secure Enclave

Answer: C

Explanation:

Question: 28

Which of these would you need to use Continuity features?

- A. Siri turned on for all devices
B. All devices connected to the same SSID
C. Wi-Fi turned on for all devices
D. All devices signed in to a different Apple Account

Answer: C

Explanation:

Question: 29

Your organization enabled MAC address filtering on its network. Which setting would prevent iPhone from connecting to the network?

- A. Limit IP Address Tracking is turned on.
B. Private Wi-Fi Address is turned on.
C. Low Data Mode is turned on.
D. Location Services is turned on.

Answer: B

Explanation:

Question: 30

A user is experiencing network issues on their Mac. The network administrator requests that you send them a network report. Which Mac app should you use to give the network administrator a network report?

- A. Console
B. Network Utility
C. Wireless Diagnostics
D. Wi-Fi Utility

Answer: C

Explanation:

Question: 31

A managed iPhone doesn't offer the latest operating system in Settings > General > Software Update. Which two reasons could be the cause? (Select two.)

- A. Apple is no longer signing the version of iOS installed on their iPhone.
- B. VPN or proxy connections are preventing the iPhone from contacting the update servers.
- C. A time-based deferral is set on the iPhone.
- D. They must back up their iPhone before they can upgrade it.
- E. Their iPhone isn't fully charged.

Answer: B,C

Explanation:

Question: 32

What does the screen with a folder and question mark indicate?

- A. The Mac doesn't contain a working version of macOS.
- B. Apple servers can't verify the macOS version.
- C. The Mac couldn't start up from macOS Recovery over the internet.
- D. The startup disk is encrypted.

Answer: A

Explanation:

Question: 33

Which Console report details events while macOS is being used?

- A. Crash Reports
- B. Diagnostic Reports
- C. Spin Reports
- D. system.log file

Answer: D

Explanation:

Question: 34

A user's Mac and iPhone are both signed in to the same Managed Apple Account. The user restarted both devices, but Instant Hot-spot doesn't connect. Which method should the user try next to solve the issue?

- A. Go to General > Transfer or Reset iPhone, tap Reset, then tap Reset Network Settings.
 - B. Go to Personal Hotspot, and set "Allow Others to Join".
 - C. Go to Cellular > Cellular Data Options, then turn on Data Roaming.
 - D. Go to Cellular > Cellular Data Options, then set Data Mode to Allow More Data on 5G.
-

Answer: A

Explanation:

Question: 35

How do you access Wireless Diagnostics and view additional network information from the menu bar?

- A. Press and hold the Option key, then click the Wi-Fi icon.
- B. Click the Wi-Fi icon.
- C. Right-click the Wi-Fi icon, then click the network SSID.
- D. Press and hold the Command key, then click the Wi-Fi icon.

Answer: A

Explanation:

Question: 36

A user can't open an app on their iPhone. Which two methods help them open the app? (Select two.)

- A. Force the app to close and reopen.
- B. Correct errors in Settings > Apps > [app name].
- C. Tap and hold the app, then choose Relaunch from the shortcut menu.
- D. Delete the app, then redownload it.
- E. Edit Location Access settings for the app.

Answer: A,D

Explanation:

Question: 37

What could be a reason you can't update your compatible iPad to the latest iPadOS?

- A. Your iPad is connected to cellular only.
- B. Your iPad battery level is lower than 50 percent.
- C. Your iPad doesn't have enough available storage space.
- D. The Apple Account used to update to the latest iPadOS doesn't have iPadOS in Purchase History.

Answer: C

Explanation:

Question: 38

While setting up a new iPad from their organization, a user notices that several setup screens are missing. What is the most likely reason?

- A. The iPad failed to activate during setup.
- B. The device was released from Apple School Manager.
- C. The organization's MDM solution is managing Setup Assistant.
- D. The user selected "Skip all setup screens".

Answer: C

Explanation:

Question: 39

A user finds several Recovered Files folders in the Trash. What should you advise the user to do?

- A. Do nothing. Malware was detected.
- B. Retrieve useful files, then empty the Trash.
- C. Change preference files.
- D. Delete all the folders immediately.

Answer: B

Explanation:

Question: 40

A user reports that their USB storage device isn't appearing in the Finder. The storage device also isn't appearing in Disk Utility. Where can you verify that the storage device is connected?

- A. System Information > Hardware > Volumes
- B. System Information > Hardware > USB
- C. System Settings > General > Storage
- D. System Settings > General > Device Management

Answer: B

Explanation:

Question: 41

Where in Recovery app > Recovery Log can you set the view to display only error messages?

- A. Message Type
- B. Detail Level
- C. Log Type
- D. Filter Level

Answer: B

Explanation:

Question: 42

You are signed into a Mac using an administrator account. How do you reset a user password?

- A. Reset the password in System Settings > Users & Groups.
- B. Use your administrator password to log in to the user's account, and follow the prompts to change their password.
- C. Reset the password using Keychain Access.
- D. Reset the password using Passwords.

Answer: A

Explanation:

Question: 43

How do you start your MacBook Pro in macOS Recovery?

- A. Press and hold Command-Option-R until "Loading startup options" appears. Enter an administrator password, then click the macOS Recovery icon.
- B. Press and hold the power button until "Loading startup options" appears, click Options, then click Continue.
- C. Hold down the Power-Shift-Control-Option keys, then choose macOS Recovery.
- D. Press the power button, then immediately press and hold Command-R.

Answer: B

Explanation:

Question: 44

Where in System Settings can you remove manual DNS entries for an Ethernet connection on a Mac Studio?

- A. Network > DNS Management
- B. Ethernet > Advanced
- C. Network > Ethernet > Restore Defaults
- D. Network > Ethernet > Details

Answer: D

Explanation:

Question: 45

Which of these isn't included with an iCloud backup?

- A. App settings
- B. Home configuration
- C. Apple Watch backups
- D. Face ID settings

Answer: D

Explanation:

Question: 46

What are other requirements for iCloud backups to occur automatically when connected to a power source?

- A. Fully charge the device and turn on iCloud Backup in General > iPhone Storage.
- B. Connect to Wi-Fi and lock the screen.
- C. Connect to Wi-Fi and unlock the screen.
- D. Fully charge the device and turn on iCloud in General > Backup.

Answer: B

Explanation: