

Exam Code: 9L0-207

Exam Name: Apple Portable Service Certification

Vendor: Apple

Version: DEMO

Part: A

1: To utilize Gigabit Ethernet, you must use an Ethernet cable with:

- A.two wires (one pair) present.
- B.four wires (two pairs) present.
- C.six wires (three pairs) present.
- D.eight wires (four pairs) present.

Correct Answers: D

2: A customer states that he cannot access the Internet after connecting his new MacBook Pro to his cable modem via Ethernet. Which of the following is most likely the cause of this problem?

- A.The cable modem needs to be restarted.
- B.AppleTalk is not enabled on the computer's Ethernet port.
- C.The computer is not running the latest version of Mac OS X.
- D.The cable modem's Ethernet port is not compatible with the computer's Ethernet port.

Correct Answers: A

3: A customer states that he cannot transfer files over the Internet after connecting his new MacBook Pro to his cable modem via Ethernet. According to the Apple General Troubleshooting Flowchart, which of the following is the most efficient area to pursue FIRST?

- A.Mac OS X Software Update
- B.Network system preferences
- C.The Internet Connect application
- D.Computer and cable modem compatibility

Correct Answers: B

4: A customer states that she sees an error message appear when she opens her Web browser with her iBook G4 using dial-up Internet service. The message displayed in the Web browser is "The specified server could not be found." When she attempts to access the same Web page a second time the Web page is loaded without a problem. Which of the following is the BEST explanation for what is happening?

- A.The iBook G4 needs to warm up before it can access the Web page.
- B.The Web browser is configured to only access Web pages when reloaded.
- C.The iBook G4 dial-up modem is configured for extra error correction resulting in the delay.
- D.The Web browser attempted to load the page before the iBook G4s dial-up modem had finished connecting to the Internet Service Provider.

Correct Answers: D

5: A customer complains that she cannot access the Internet using Safari running on her MacBook. The computer is connected to a cable modem with an Ethernet cable. Which of the following is a PROTOCOL in this scenario?

- A.AppleTalk
- B.NetBIOS
- C.TCP/IP

D.IPX

Correct Answers: C

6: A customer complains that she cannot access the Internet using Safari running on her MacBook. The computer is connected to a cable modem with an Ethernet cable. Which of the following is a LINK in this scenario?

A.Safari

B.TCP/IP

C.Mac mini

D.Ethernet cable

Correct Answers: D

7: Examine the exhibit. Notice the lack of IP address information for built-in Ethernet. What is the most likely cause of this condition?



A.AppleTalk is active.

B.Incorrect DNS entry.

C.No active Ethernet link.

D.No DHCP server available.

Correct Answers: C

8: A customer complains that she cannot access the Internet using Safari running on her MacBook. The computer is connected to a cable modem with an Ethernet cable. Which of the following is a NODE in this scenario?

A.TCP/IP

B.MacBook

C.Coaxial cable

D.Ethernet cable

Correct Answers: B

9: Which of the following is NOT a good step to take when working onsite on a computer?

A.Place parts on the floor.

B.Use a grounded ESD mat.

C.Wear a grounded ESD wrist strap.

D.Check the polarity of the grounded power outlet.

Correct Answers: A

10: Which THREE of the following items are appropriate to use for ESD prevention? SELECT THREE

A.Metal work surface

B.CRT discharge tool

C.Grounded work mat

D.Wrist strap and cord

E.Static-shielding bags

Correct Answers: C D E

11: Which FOUR of the following actions helps reduce the risk of damage from ESD? SELECT FOUR

A.Ground yourself and the equipment you are working on.

B.Always place ESD-sensitive components on metal surfaces.

C.Handle all ESD-sensitive boards by the connectors, not the edges.

D.Use static-shielding storage bags for ESD-sensitive components.

E.Do not touch anyone who is working on ESD-sensitive components.

F.Do not bring plastic, vinyl, or foamed polystyrene near ESD-sensitive components.

Correct Answers: A D E F

12: ESD causes damage to circuits by _____.

A.slowing the circuit down

B.cooling the circuit too quickly

C.blasting a hole in the circuit

D.increasing the circuit's clock speed

Correct Answers: C

13: What is the function of the PMU in an Apple portable computer?

A.The PMU controls all aspects of power flow.

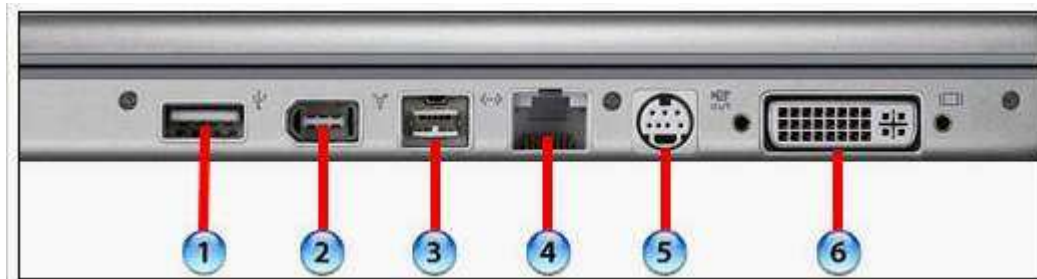
B.The PMU controls the speed of the hard drive.

C.The PMU manages the amount of virtual memory used.

D.The PMU manages all communication with attached peripherals.

Correct Answers: A

14: In this photo, what type of port does the number "3" identify?



- A.USB
- B.FireWire
- C.Mini-VGA
- D.FireWire 800

Correct Answers: D

15: Which keyboard key do you hold down to access Startup Manager?

- A.Shift
- B.Option
- C.Control
- D.Command

Correct Answers: B

16: Which of the following is the format used to describe a version of Apple diagnostic software used with PowerPC Macs?

- A.3S107
- B.2.5.8

Correct Answers: B

17: Which of the following is the format used to describe a version of Apple diagnostic software used with Intel Macs?

- A.3S107
- B.2.5.8

Correct Answers: A

18: A MacBook displays a flashing question mark at startup. Which step does Apple recommend you take FIRST?

- A.Replace the logic board.
- B.Try to start up from a bootable CD or DVD.
- C.Reinitialize the hard disk and reinstall the Mac OS.
- D.Replace the internal hard drive with a known-good hard drive.

Correct Answers: B

19: You are troubleshooting an PowerBook G4 system that has Mac OS X. The icon of a connected external FireWire drive is not appearing on the Finder Desktop. Which of the following would be MOST useful in troubleshooting this issue?

- A. Terminal
- B. Network Utility
- C. Process Viewer
- D. System Profiler
- E. Apple Hardware Test

Correct Answers: D

20: A customer needs to transfer data from her iBook G4 for use on her Mac Pro, but the iBook G4 fails to finish starting up due to a video issue. Which of the following would most easily accomplish the data transfer?

- A. Remove the hard drive from the iBook G4 and install it into the Mac Pro.
- B. The iBook G4 will need to be repaired before any data can be recovered from it.
- C. Boot the iBook G4 into Mac OS X Safe Mode and connect the iBook G4 and Mac Pro with an Ethernet cable.
- D. Boot the iBook G4 into Target Disk Mode and connect the iBook G4 and Mac Pro with a FireWire cable.

Correct Answers: D