

**Exam Code:** 9L0-402

**Exam Name:** Support Essentials 10.5

**Vendor:** Apple

**Version:** DEMO

## Part: A

1: Which of these can you use to determine whether there is network connectivity between your computer and a web server on the Internet?

- A.Whois
- B.Finger
- C.Lookup
- D.Traceroute

**Correct Answers: D**

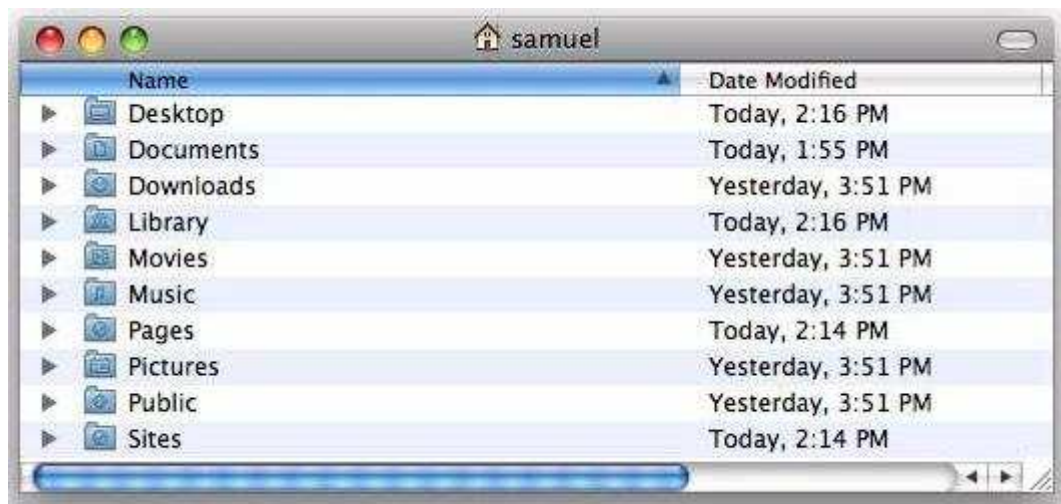
2: You are an admin user, and have enabled the Ignore Volume Ownership option for an external FireWire hard disk. What will happen the next time a standard user attempts to mount the disk?

- A.The disk will mount, and the user will be able to read, modify, and delete any file on the disk.
- B.The disk will mount, and the user will be able to read any file on the disk; the user will be required to enter an administrator password to modify or delete files on the disk.
- C.The user will be required to enter an administrator password to mount the disk; once the disk is mounted the user will be able to read, modify, and delete any file on the disk.
- D.The user will be required to enter an administrator password to mount the disk; once the disk is mounted, the user will be able to read any file on the disk, but will be required to re-enter an administrator password to modify or delete files.

**Correct Answers: A**

3: Review the screenshot of a user's home folder, and then answer the question below.

Which folder did the user create?



- A.Music
- B.Pages
- C.Pictures
- D.Downloads

**Correct Answers: B**

4: Mac OS X v10.5 can read files on a volume that is \_\_\_\_\_-formatted, but it cannot write to

files on the volume.

- A.UFS
- B.NTFS
- C.EXT2
- D.FAT32

**Correct Answers: B**

5: Which procedure will let someone who does not have a local user account log in to a local admin user account on a Mac OS X v10.5 computer that does NOT have a firmware password enabled?

- A.Log in to the computer with the user name "root" and the master password, open Accounts preferences, and reset the admin user password.
- B.Remove a RAM DIMM from one of the computers RAM slots, restart the computer while holding down the Command-Option-O-F keys until you hear the startup sound, then type "reset-all" at the prompt.
- C.Start the computer from the internal hard disk, log into a guest user account, open the Reset Password utility in the /Applications/Utilities folder, then reset the password on the admin user account that resides on the hard disk volume.
- D.Press the C key while restarting the computer with the Mac OS X v10.5 Install DVD inserted, then choose Reset Password from the Utilities menu. Select the hard disk volume and the admin user account, then enter a new password for the account and click Save.

**Correct Answers: D**

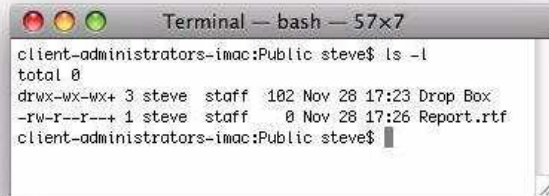
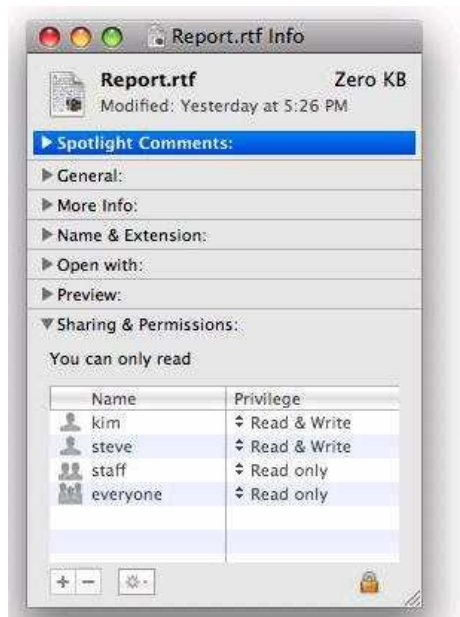
6: You have configured your Mac OS X v10.5 computer to share its connected USB printer. Mac OS X users can locate and print to it, but Windows users can not. What additional step must you take to allow Windows users to print to it?

- A.In Sharing preferences, enable file sharing over SMB.
- B.In Print & Fax preferences, enable the SMB printer driver.
- C.In Printer Setup Utility, enable Windows Printing from the Printers menu.
- D.In Print & Fax preferences, configure the Windows Printer name and queue.

**Correct Answers: A**

7: Review the screenshots of a files permissions, as seen in Finder and from Terminal, and then answer the question below.

Why are Kim's permissions to the file, Report.rtf, NOT visible in the Terminal listing?



- A.Kims permissions are stored as POSIX settings.
- B.Kims permissions are stored in the volume catalog.
- C.Kims permissions are stored in the file data segment.
- D.Kims permissions are stored in an Access Control List (ACL).

**Correct Answers: D**

8: Tom wants to share a document with Harriet. Both have standard user accounts on the same Mac OS X v10.5 computer. Which of these is NOT a location where Tom can store the document so that Harriet can read it?

- A./Users/Shared/
- B./Users/tom/Public/
- C./Users/harriet/Public/
- D./Users/harriet/Public/Drop Box/

**Correct Answers: C**

9: The primary role of the master password in Mac OS X v10.5 is to let you \_\_\_\_\_.

- A.access all the passwords stored in a local keychain
- B.reset the password of an account that has FileVault enabled
- C.change the startup device by holding down the Option key while the computer starts up
- D.connect to any password-protected web server whose password is stored in a local keychain

**Correct Answers: B**

10: Which statement identifies a potential effect of resetting the master password for a Mac OS X v10.5 computer?

- A.Users with keychain files created before you changed the master password must use the old master password to unlock their keychains.
- B.Users who enabled FileVault before you changed the master password will not be able to access their home folder if they have forgotten their account password.
- C.Users with keychain files created before you changed the master password will have their

keychain passwords automatically updated to match the new master password.

D.Users whose accounts were created before you changed the master password must use the firmware password to access their home folder if they have forgotten their account password.

**Correct Answers: B**

11: Review the screenshot of the About This Mac window, and then answer the question below.

You want to find the System Software Build number of the copy of Mac OS X v10.5 running on a computer. Where should you click in the About This Mac window, shown above, to find the answer without opening another application?



A.Apple logo icon

B.Mac OS X

C.Version 10.5

D.More Info button

**Correct Answers: C**

12: In what order does Mac OS X v10.5 search the folders in the local file system for resources such as fonts?

A.~/Library, /Library, /System/Library

B./Library, ~/Library, /System/Library

C./System/Library, ~/Library, /Library

D./Library, /System/Library, ~/Library

**Correct Answers: A**

13: Which information must you know about a corporate VPN server before configuring the VPN software on a users computer to access the corporate network?

A.If the corporate VPN server supports PPPoE

B.If the corporate VPN server supports DNSsec

C.If the corporate VPN server supports L2TP or PPTP

D.Which network protocols will be encrypted by the corporate VPN

**Correct Answers: C**

14: What are TWO reasons a system administrator might choose to store user accounts on a directory server?(Choose TWO - partial credit possible.)

- A. So that users can access their FileVault-protected home directories quickly.
- B. So that users can access a variety of services using the same account credentials.
- C. So that the admin user can manage user accounts centrally on the directory server, rather than individually on each client workstation.
- D. So that the admin user can implement Windows-style hashes for SMB/CIFS file sharing; hashes are supported for directory accounts, but not for local accounts.
- E. So that the admin user can use parental controls to manage users; parental controls restrictions can only be implemented on accounts stored on a directory server.

**Correct Answers: B C**

15: Which statement presents a benefit of protected memory?

- A. Applications that crash automatically save open files.
- B. Data in memory used by running applications is encrypted.
- C. Applications that crash have the data in memory saved to a new file.
- D. Applications that crash do not adversely affect other running applications.

**Correct Answers: D**

16: Which procedure can help you identify an application that will run with Rosetta?

- A. Control-click the application icon, and choose Display Environment; if the Finder displays the Rosetta icon, the application will run with Rosetta.
- B. From the command line, run ls in the directory where the application resides; if the application type is X11, the application will run with Rosetta.
- C. Click the application icon, then choose Get Info from the Finders File menu; if the Kind field says, Application (PowerPC), the application will run with Rosetta.
- D. Click the application icon, then choose Get Info from the Finders File menu; if the Application Environment field says, Rosetta, the application will run with Rosetta.

**Correct Answers: C**

17: Review the screenshots of the My Account pane of Accounts preferences, and a Finder window, and then answer the question below.

You manage a Mac OS X v10.5 computer that has three local users configured as shown above. Bill Sykes has lost the password to his account. How can you reset the password?



- A. Log in as Bill Sykes using the root password, then reset Bill Sykes password from Accounts preferences.
- B. Log in as Samuel Pickwick, then open Reset Password from the Utilities folder, and reset Bill Sykes password.
- C. Restart the computer from the Mac OS X Install DVD, then open Reset Password from the Utilities menu, and reset Bill Sykes password.
- D. Log in as Samuel Pickwick, open Directory Access and enable the root user, then authenticate as the root user in Accounts preferences and reset Bill Sykes password.

**Correct Answers: C**

18: Which TWO statements are true of file and folder permissions in the Finder in Mac OS X v10.5?(Choose TWO.)

- A. A user with Write only permissions to a folder can delete any file in that folder.
- B. A user with Write only permissions to a folder can rename any file in that folder.
- C. A user with Write only permissions to a folder cannot view any files in that folder.
- D. A user with Read only permissions to a folder cannot view any files in that folder.
- E. A user with Read only permissions to a folder cannot rename any files in that folder.

**Correct Answers: C E**

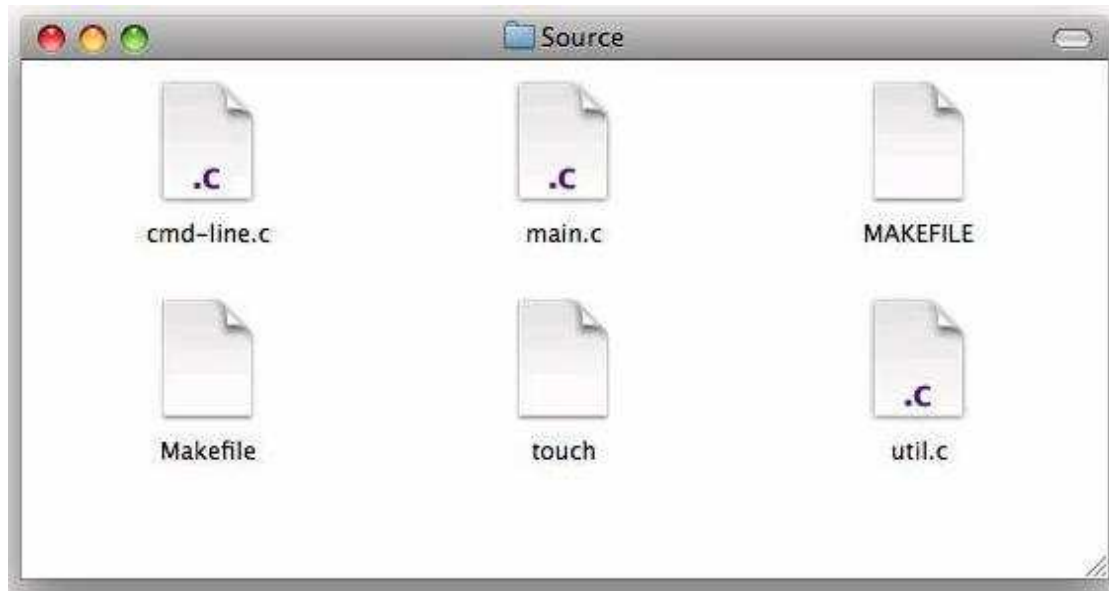
19: Migration Assistant is running on a Mac OS X v10.5 computer. It CANNOT migrate user files from \_\_\_\_\_.

- A. another volume on the same computer
- B. a Time Machine archive on the same computer
- C. another Macintosh connected in target disk mode to the computer where Migration Assistant is running
- D. an archive created by the Backup utility on a .Mac user's mounted iDisk

**Correct Answers: D**

20: Review the screenshot of a Finder window, and then answer the question below.

One of your users needs to maintain the project files whose titles are shown in the screenshot above. If these files will be stored on the startup volume of a Mac OS X v10.5 computer, which format should you use for the volume?



A.MS-DOS (FAT)

B.Unix File System

C.Mac OS Extended (Journaled)

D.Mac OS Extended (Case-Sensitive, Journaled)

**Correct Answers: D**