Exam Code: 9L0-401

Exam Name: Mac OS X Support Essentials v10.4 Exam

Vendor: Apple

Version: DEMO

Part: A

1: Which statement is true of starting up in Safe Mode in Mac OS X v10.4?

A.Items in /Library/StartupItems are executed.

B.Items in /System/Library/StartupItems are executed.

C.The launchd process launches items in /Library/LaunchDaemons.

D.The launchd process   launches items in /System/Library/LaunchDaemons.

Correct Answers: D

2: Which two procedures will reset an account password in Mac OS X v10.4? (Choose TWO.)

A.In Accounts preferences, select the account, then enter the current and new passwords.

B.In Terminal, type pwd -username -newpassword, where username is the account name, and newpassword is your new password.

C.Boot the computer with the Mac OS X v10.4 Install DVD and use the Reset Password command to reset the account password.

D.In Keychain Access, delete the item called ogin passwd,?then click the Password button and create a new item named ogin passwd containing the new password.

E.Start the computer in single user mode, mount the drive with the mount -uw / command, and delete the user account keychain to force a new password on next login.

Correct Answers: A C

3: Which statement about FileVault is true?

A.Once a user enables FileVault, it cannot be disabled.

B.FileVault can only be enabled on non-administrator user accounts.

C.When a user enables FileVault, the user home directory is transformed into an encrypted disk image.

D.There is no way to recover a user data from a FileVault-protected account if the login password is lost.

Correct Answers: C

4: The primary role of the Master Password in Mac OS X v10.4 is to let you _____.

A.make changes to Admin user accounts

B.reset the password for a FileVault-enabled account

C.perform remote system installations on your network

D.switch to the System Administrator (root) account on a computer that has Fast User Switching enabled

Correct Answers: B

5: In Accounts preferences you can configure an account to _____.

A.have Read only access

B.be regulated by Parental Controls

C.recognize multiple valid passwords

D.allow the user to log in via SSH only

Correct Answers: B

6: Which are three valid methods to increase security on a Mac OS X v10.4 computer? (Choose THREE.)

A.Click the Lock button in System Profiler to prevent remote users from collecting information from the computer.

B.Turn off automatic login and remove the Restart and Shut Down buttons from the login window.

C.Press Option-Escape on startup to prohibit non-administrator user logins.

D.Define a strong password policy and use strong passwords consistently.

E.Use Password Assistant to encrypt user passwords.

F.Enable FileVault in Security preferences.

Correct Answers: B D F

7: Which two security options can you configure in Security preferences? (Choose TWO.)

A.Limit concurrent logins.

B.Create Master Password.

C.Override Firewall passwords.

D.Allow login for admin users only.

E.Require password to wake this computer from sleep or screen saver.

Correct Answers: B E

8: From where can you access Password Assistant in Mac OS X v10.4? (Choose TWO.)

A.Login Window

B.NetInfo Manager

C.Keychain Access

D.Accounts preferences

E.Setup Assistant on the Mac OS X Install DVD

Correct Answers: B D

9: Which application provides the most detail about system processes in Mac OS X v10.4?

A.System Profiler

B.Activity Monitor

C.Process Manager

D.CPU Monitor Expanded Window

Correct Answers: B

10: You have just completed a default installation of Mac OS X v10.4 (an asy install?. Which three types of application can run without requiring additional software installations? (Choose THREE.)

A.BSD

B.X11

C.Java

D.Windows

E.Mac OS 9

F.Native Carbon and Cocoa

Correct Answers: A C F

11: A user is unable to open a document from within an application. Which is NOT a recommended troubleshooting procedure?

A.Try to open a different document with the same application.

B.Double-click the document icon in the Finder while holding down the Option key.

C.Try to open the document from another application that supports the same document type.

D.Copy the document to the Shared folder, then log in as another user and try to open the document.

Correct Answers: B

12: A user reports that her Mac OS X v10.4 system is speaking every item on the screen. What action is MOST LIKELY to stop this behavior?

A.Restart the computer.

B.Turn down the Alert volume in Sound preferences.

C.Turn off VoiceOver in Universal Access preferences.

D.Turn off Apple Speakable Items in Speech preferences.

Correct Answers: C

13: In Mac OS X v10.4, you CANNOT turn off the _____ service discovery protocol.

A.SLP

B.SMB

C.Bonjour

D.AppleTalk

Correct Answers: C

14: Fred wants to upload PDF files to a printing company's FTP server. He uses Connect to Server in Mac OS X v10.4 to access the FTP server, and he is able to download files from the server, but he is not able to upload his files. How can Fred resolve this issue?

A.Use an FTP client other than Connect to Server.

B.Enable FTP write access in Finder preferences.

C.Enable the FTP Proxy in the Proxies pane of Network preferences.

D.Start FTP Access in the Services pane of Sharing preferences on his computer.

Correct Answers: A

15: If Robert disables AppleTalk in the Directory Access utility on his iMac running Mac OS X v10.4, what is the result?

A.Robert iMac no longer discovers servers via AppleTalk.

B.Robert cannot connect to an AFP file server from his iMac.

C.Robert can no longer print to AppleTalk printers from his iMac.

D.Users on other computers cannot connect to Robert's iMac via AFP.

Correct Answers: A

16: Which three are dynamic service discovery protocols supported by Mac OS X v10.4? (Choose THREE.)

A.Active Directory

B.AppleTalk

C.Bonjour

D.NetInfo

E.LDAP

F.SMB

Correct Answers: B C F

17: How can you configure Mac OS X to get authentication information from an LDAP server?
(Choose TWO.)

A.Enter the IP address of an LDAP server in the LDAP pane of Network preferences.

B.Use Directory Access to configure Mac OS X to get LDAP information from a DNS server.

C.Use Directory Access to configure Mac OS X to use a DHCP-supplied LDAP server.

D.Use Sharing preferences to configure Mac OS X to use an Active Directory server as an LDAP
server.

E.Use Directory Access to configure Mac OS X with the IP address, type, and search base of a
specific LDAP server.

Correct Answers: C E

18: Which statement is true of Kerberos?

A.Kerberos uses tickets.

B.Kerberos requires LDAP.

C.Kerberos requires service discovery.

D.Your computer presents your user name and password to each server.

Correct Answers: A

19: How do you configure a Mac OS X computer to use account information provided by an
Active Directory server?

A.Enter the domain address, and computer ID in the Active Directory pane of System Preferences.

B.Enter the domain address, and computer ID in the Active Directory pane of Network
preferences.

C.In Directory Access, open the Active Directory plug-in and enter the domain address, and
computer ID.

D.In Directory Access, configure Mac OS X to automatically receive an Active Directory domain
address, and computer ID using DHCP Option 95.

Correct Answers: C

20: You are trying to access a file server from your Mac OS X v10.4 computer. The server is
configured to use Kerberos for authentication, but you are presented with an authentication dialog.
Which step could help you determine why Kerberos is not functioning as expected?

A.Verify that Kerberos is enabled in the Personal File Sharing pane of Sharing preferences.

B.Verify that the KDC address is set correctly in the Authentication pane of Network preferences.

C.Use the Kerberos application in /System/Library/CoreServices to view tickets received from the
KDC.

D.Use the Kerberos application in /Applications/Utilities/Kerberos to create a test ticket and send it to the KDC.

Correct Answers: C