

Exam Code: 9L0-060

Exam Name: Mac OS X 10.4 Service and Support Exam

Vendor: Apple

Version: DEMO

Part: A

1: Which THREE network connections can you troubleshoot using Mac OS X 10.4 Network Diagnostics?

- A.AirPort
- B.Internal Modem
- C.Built-in Ethernet
- D.Built-in FireWire
- E.Bluetooth Modems

Correct Answers: A B C

2: Which utility can gather information about a wide range of system components?

- A.Setup Assistant
- B.System Profiler
- C.Keychain Access
- D.Internet Connect
- E.Network Diagnostics

Correct Answers: B

3: Which TWO options should be used when Disk Utility can't repair a disk in Mac OS X 10.4?

- A.Back up the data, and erase and install Mac OS X
- B.Archive and Install Mac OS X preserving user and network settings
- C.Click Repair Disk one more time to see if a second attempt resolves the issue
- D.Archive and Install Mac OS X WITHOUT preserving user and network settings
- E.Back up the data and use a Mac OS X 10.4-compatible third-party utility to repair the disk

Correct Answers: A E

4: You should be able to connect to an AirPort network when your iBook starts up in Safe Mode in Mac OS X 10.4.

- A.True
- B.False

Correct Answers: B

5: What happens when Mac OS X 10.4's Safe Relaunch feature sets aside an application's preference file?

- A.It is moved to the Trash
- B.It is renamed application.plist.old
- C.It is renamed application.plist.saved
- D.It is moved to the ~/Library/Recovered Preferences/ folder
- E.It is moved to the ~/Library/Preferences/Recovered Preferences/ folder

Correct Answers: C

6: Your Macintosh has been exhibiting system problems, so you need to perform troubleshooting and maintenance. Which TWO tasks can you execute from another Macintosh after booting your

system in FireWire Target Disk Mode?

- A.Repair permissions.
- B.Partition drive (non-destructive).
- C.Enable System Administrator (root) login.
- D.Run secure erase to defragment the drive.
- E.Use the Repair Disk command in Disk Utility.

Correct Answers: A E

7: The Console utility _____.

- A.displays log files
- B.enables root access
- C.invokes the command line
- D.controls monitor configuration

Correct Answers: A

8: Your iMac G5 should be able to connect to a network via a built-in Ethernet connection when it starts up in Safe Mode in Mac OS X 10.4.

- A.True
- B.False

Correct Answers: A

9: Mac OS X 10.4 Disk Utility lets you run Verify Disk on the current startup volume.

- A.True
- B.False

Correct Answers: B

10: What does starting up in Safe Mode in Mac OS X 10.4 do?

- A.It disables Auto-login
- B.It disables all Startup items
- C.It disables all non-system fonts
- D.It moves font caches to the trash
- E.It disables only Non-Apple Startup items
- F.It moves all disabled plist files to the trash

Correct Answers: A B C D

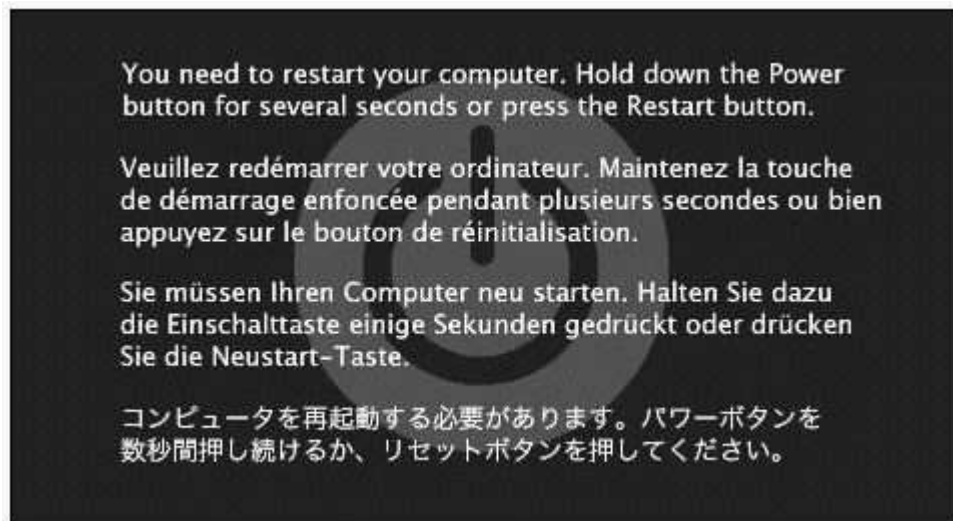
11: What is the best way to resolve most application/frameworks mismatches in Mac OS X 10.4?

- A.Create a new user
- B.Repair permissions
- C.Run Software Update
- D.Reinstall the application
- E.Archive and install Mac OS X

Correct Answers: C

12: On a Mac OS X v10.4 computer you see the message shown in the exhibit. What does this

message indicate?



- A.A kernel panic has occurred.
- B.An application has stopped responding.
- C.You have pressed the power button while the computer was powered up.
- D.You have connected a bus-powered device that requires more power than is available.

Correct Answers: A

13: Where can you reset the User Account password?

- A.Disk Utility
- B.Security system preference
- C.Accounts system preference
- D.Reset Password from the install disc
- E.Login window 'Forgot Password' button

Correct Answers: C D

14: You connect a USB device to your Macintosh keyboard, and see an error message that there is not enough power available for this device. Which TWO steps could each resolve this problem?

- A.Plug the device into a different USB port on the keyboard.
- B.Restart the computer with the USB device still connected.
- C.Plug the device into a USB port on the back of the computer.
- D.Open System Profiler and search for a corrupted device driver.
- E.Connect the device to external power rather than using bus power.

Correct Answers: C E

15: What is required when initially configuring a Bluetooth device, such as a cell phone, to pair with a computer running Mac OS X v10.4?

- A.The computer or the device must be set to be Discoverable.
- B.The computer and the device must have the sleep function disabled.
- C.The computer and the device must be within line of sight of each other.
- D.The computer or the device must be set to Require Network Authentication.

Correct Answers: A