9L0-012 Q&As

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QUESTION 1

How often should the ESD mat be cleaned?

A. Once a year

B. Once a week

C. Once a month

D. Every few years

Correct Answer: C

QUESTION 2

When plugged in, which component of an iMac remains energized even if the computer is powered off?

A. Power Supply

B. Optical Drive

C. Hard Drive

D. SSD

Correct Answer: A

QUESTION 3

Which component for Apple Service Toolkit is designed to help troubleshoot issues with MagSafe and MagSafe 2 power adapters?

A. NAD

B. VST

C. TPT

D. CSD

Correct Answer: A

Explanation:

Apple Service Toolkit includes:*

AudioTest — plays a series of tones through each speaker and listens for those same tones via the microphone.

Diagnostic Gateway (DG) — software that runs on a dedicated Intel-based Mac using Mac OS X Server 10.6/10.7 and serves up tools to triage computers via NetBoot, recording test results as log files.

Mac Resource Inspector (MRI) — triage tool that provides a fast check of internal hardware

components for all Intel- based computer systems.

Notebook Adapter Diagnostic (NAD) — triage tool that reports on the condition of Intel-based notebook power adapters.

Cooling System Diagnostic (CSD) – evaluates the thermal sensors, fans and heat sink in MacBook Pro (Early 2011) models and will either confirm correct operation or help diagnose a service issue.

Gateway Manager — software application used to remotely configure and manage the Diagnostic Gateway server as well as access logs created by diagnostic tools.

Test Patterns Tool (TPT) – identifies pixel anomalies in LCD panels in Apple Display, iMac, MacBook, MacBook Pro, and MacBook Air systems.

Server Bit Setter (SBS) – Repair tool used after replacing logic boards in late model Mac mini Servers or backplane boards in late model Mac Pro Servers.

Video System Test (VST) – is used to test video issues in specific MacBook Pro models.

Blank Board Serializer (BBS) – Allows technicians to set the system serial number on replacement Main Logic Board (MLB) service parts.

AST Keyboard (OS) – service tool for in-depth testing of keyboards.

AST Trackpad (OS) – service tool for in-depth testing of trackpads.

Storage Diagnostic (OS) – Repair tool for testing HDD or SSD modules.

Image Persistence Test (EFI) – triage tool for identifying image persistence anomalies on IPS displays

QUESTION 4

The top case assembly of the MacBook Pro (Retina, 13-inch, Late 2013) includes which of the following parts?

A. Battery, keyboard, microphone, trackpad, and BMU

B. Battery, keyboard, microphone, and trackpad

C. Battery, keyboard, trackpad, and BMU

D. Battery, keyboard, and microphone

Correct Answer: B

Reference: https://www.ifixit.com/Guide/MacBook+Pro+13- Inch+Retina+Display+Late+2013+Upper+Case +Replacement/27438

QUESTION 5

Apple recommends a DIMM installation scheme for the Mac Pro (Late 2013) that:

A. Increases processing power

B. Enhances graphics processing

C. Optimizes system cooling

D. Enables use of special memory modules

Correct Answer: D

Explanation: Apple recommends that you use Apple-approved DIMMs. You shouldn\\'t use DIMMs from older Mac Pro computers in your new Mac Pro. You can purchase Apple-branded memory online from the Apple Store or by visiting an Apple Retail store or Apple Authorized Reseller . Reference: https://support.apple.com/en-us/HT6054

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