



# 9L0-010<sup>Q&As</sup>

Macintosh Service Certification Exam

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### QUESTION 1

If you are unable to find the password for an AirPort Extreme or Express Base Station, you should perform a \_\_\_\_\_.

- A. Soft reset
- B. Hard reset

Correct Answer: A

You forgot your base station password and need to reconfigure one or more AirPort options (including resetting the base station password). You can do this with soft reset.

### QUESTION 2

Examine the exhibit.



What AirPort Extreme port does the number 3 identify?

- A. USB
- B. LAN
- C. WAN
- D. Power
- E. FireWire

Correct Answer: C



The rear panel of the AirPort Extreme contains the ports for sharing, network connections, a security slot, and a reset button:



1.Power 2.USB 2.0 port 3.Gigabit WAN port 4.Gigabit LAN ports (3) 5.Link light (4) 6.Reset button 7.Security slot

### QUESTION 3

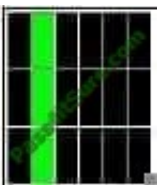
You must provide your identity when you use Apple's Business Conduct Helpline. You may not contact the Helpline anonymously.

- A. True
- B. False

Correct Answer: B

### QUESTION 4

Examine the exhibit.



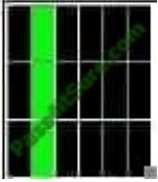
What is the correct name for this type of pixel anomaly?

- A. Dark dot defect
- B. Stuck sub-pixel
- C. Bright dot defect
- D. Vertical TAB fault



Correct Answer: D

In the examples below, a horizontal or vertical white or colored line would appear on the display, while the rest of the display would appear dark.



Whether the symptom is a white line, a black line, or a colored line, horizontal or vertical, the important thing to remember here is that TAB faults are resolved only by replacing the LCD display module itself, not by flexing the LCD display module, rubbing the display, or some other improvised method.

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### QUESTION 5

Which piece of information is best used to determine any Mac's correct AppleCare name?

- A. the EMC number
- B. the serial number
- C. the MAC address
- D. the model number

Correct Answer: B

If you can find the serial number, you can identify which model you have.

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### QUESTION 6

A replacement MacBook Pro (Retina, Mid 2012) top case assembly comes with what collection of components?

- A. battery, keyboard, trackpad, microphone, fan ducts and clutch screw covers
- B. battery, keyboard, trackpad, speakers and fan ducts
- C. board, trackpad, microphone, fan ducts and clutch screw covers
- D. keyboard, trackpad, microphone and fan ducts

Correct Answer: A

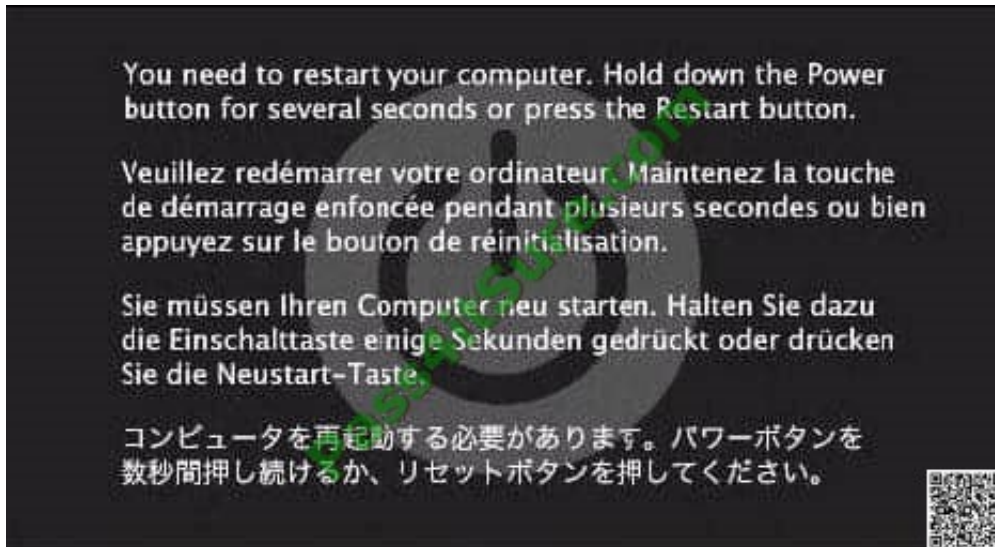
Note: The replacement top case comes with the following parts installed: battery keyboard trackpad microphone fan ducts

References:

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**QUESTION 7**

Examine the exhibit.



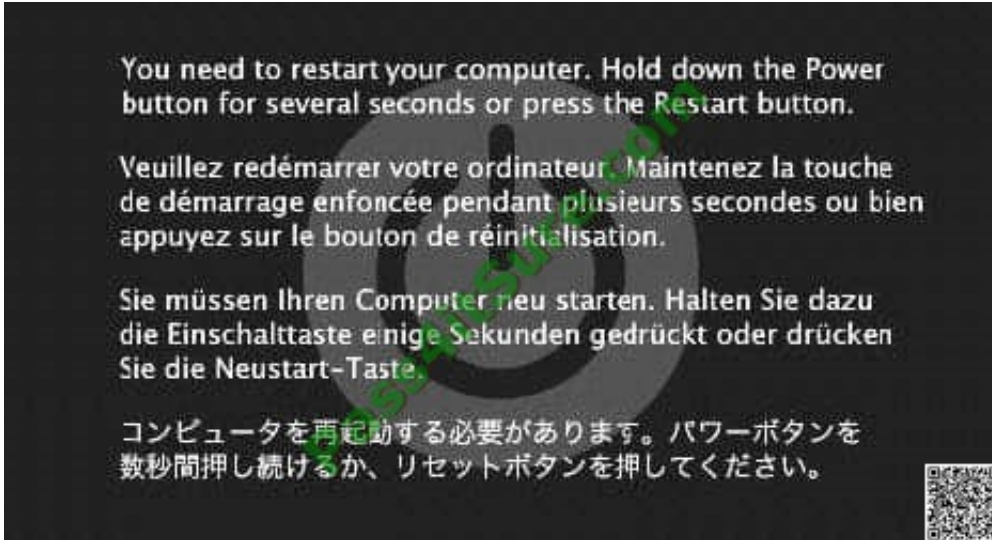
What is this message?

- A. Kernel Panic
- B. Software Update
- C. Firmware Update
- D. Power-On Self-Test

Correct Answer: A

**Kernel Panic Basics** A kernel panic is a type of error that occurs when the core (kernel) of an operating system receives an instruction in an unexpected format, or that it fails to handle properly. A kernel panic may also follow when the operating system is not able to recover from a different type of error. A kernel panic can be caused by damaged or incompatible software or, more rarely, damaged or incompatible hardware.

Kernel panics in Mac OS should not be confused with an application freeze. Instead of just one application no longer functioning, the entire system is no longer operable. Here you see the onscreen dialog a Mac running Mac OS X 10.2 or later displays.



For more detailed information on kernel panics, review "About '\\You need to restart your computer\\' (kernelpanic) messages". <http://support.apple.com/kb/TS3742>

#### QUESTION 8

Why do you need to take precautions when disposing of CRT displays? SELECT TWO

- A. CRT displays may leak cooling fluid.
- B. CRT displays may present a fire hazard
- C. CRT displays may implode if mishandled.
- D. CRT displays may present a radiation hazard
- E. CRT displays may contain hazardous materials

Correct Answer: CE

#### QUESTION 9

Which of the following is NOT a valid example of the type of information that Apple collects from its customers?

- A. Credit card information.
- B. Discussion blog postings mentioning Apple
- C. Apple product serial number and date of purchase
- D. Name, mailing address, phone number, email address

Correct Answer: B

**QUESTION 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. Wireless wrist strap
- F. Static shielding bags

Correct Answer: CDF

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**QUESTION 11**

Which THREE of the following are valid CRT safety rules? SELECT THREE

- A. Touch the computer's metal chassis.
- B. Wear a grounded ESD wrist strap.
- C. Connect the AC power cord.
- D. Remove any metal jewelry
- E. Wear safety goggles
- F. Don't work alone.

Correct Answer: DEF

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**QUESTION 12**

Which of the following can permanently damage an LCD display?

- A. Rubbing the display.
- B. Using a screen saver.
- C. Not using a screen saver.
- D. Turning brightness up too high.

Correct Answer: A



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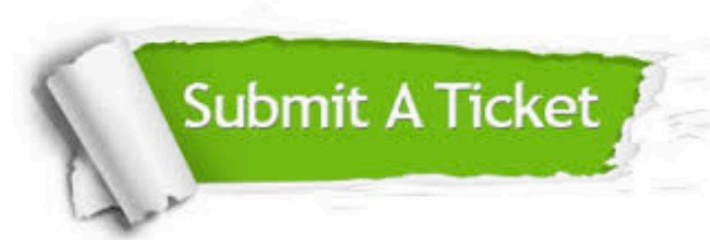
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