



9L0-066^{Q&As}

OS X Yosemite Troubleshooting

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**QUESTION 1**

How do you change permissions of a specific folder?

- A. Control-click the folder and then click Change Permissions.
- B. In Finder, select the folder, then choose Get Info from the File menu. Change permission in the Sharing and Permissions pane.
- C. In System Preferences, click the Sharing pane. Locate the file in the Shared folders section. Click Change Permissions.
- D. Open Disk Utility, then drag the folder into the sidebar. Change permissions in the resulting window.

Correct Answer: B

QUESTION 2

Gary purchased a new USB 2.0 input device for his iMac (Late 2013). He installed the software that shipped with the device, but it does not seem to work. He has tried all of the USB ports on the back of the iMac, but the issue persists. Which of the following troubleshooting tools or techniques would help Gary isolate the issue?

- A. Apple Hardware Test
- B. Activity Monitor
- C. Apple Diagnostics
- D. System Information

Correct Answer: C

QUESTION 3

Which of the following is a valid choice in the Security and Privacy of System Preferences for "Allow apps downloaded from" setting?

- A. CDs and DVDs
- B. Apple Software only
- C. Mac App Store and CDs and DVDs
- D. Mac App Store and identified developers

Correct Answer: D

QUESTION 4



Why is it important to use the Globally Unique Identifier (GUID) partition scheme on an Intel- based Mac? SELECT TWO.

- A. The GUID partition scheme contains the necessary standard apps for OS X.
- B. Firmware updates for Intel-based Macs require a GUID partition scheme.
- C. Master Boot Record (MBR) requires a GUID partition map.
- D. You should not use GUID. Apple Partition Map (APM) is the default partition map for Intel- based Macs.
- E. Any of the partition schemes provided by Disk Utility will work.
- F. An Intel-based Mac will not start up without the GUID partition map.

Correct Answer: AB

QUESTION 5

Bill has an administrator account on the iMac in the Marketing Department. This iMac is running OS X. He just purchased a set of fonts to use on the new marketing project and wants to make sure that all of the users on that iMac can use the new fonts. Where should Bill store the fonts on the iMac?

- A. /Library/Fonts
- B. /System/Fonts
- C. -/Library/Fonts
- D. /System/Library/Fonts

Correct Answer: A

QUESTION 6

Francine changed Internet service providers and just set up the equipment in the home. She is calling you because she is unable to connect to the Internet from her iMac (Late 2013). You probe further to find out that her roommate is able to connect to the Internet using a PC and Francine is able to connect using he iPad 2. Which of the following troubleshooting tools or techniques would you recommend to Francine to help her further diagnose the networking issue with the iMac?

- A. Restart from the Recovery System and run Network Utility.
- B. Restart the iMac and reset NVRAM.
- C. Open System Information to verify that the Wi-Fi card is detected.
- D. Open the Network pane of System Preferences and click Assist Me.

Correct Answer: D

**QUESTION 7**

Sarah needs to have an account in OS X on the office iMac that will ensure that the contents of the home folder are deleted each time the user logs out. Which of the following account types does Sarah need to use?

- A. Standard
- B. Managed with Parental Controls
- C. Guest
- D. Sharing Only

Correct Answer: C

QUESTION 8

Angela is having trouble with fonts installed in her user account. Where are these fonts located?

- A. /Users/Fonts
- B. /System/Library/Fonts
- C. /Library/Fonts
- D. -/Library/Fonts

Correct Answer: B

QUESTION 9

Marilyn wants to know which apps on her Mac store documents in iCloud. Where can you direct Marilyn to view apps that store documents and data in iCloud?

- A. Select iCloud Drive from the Finder sidebar and click the Applications folder.
- B. Log into iCloud.com and click Settings to view supported applications.
- C. Select iCloud Drive from the Applications folder.
- D. Click iCloud in System Preferences and then click on iCloud Drive Options

Correct Answer: D

QUESTION 10

Brandon is returning to iPhone after trying a competitor's smart phone. He cannot remember the Apple ID he previously used for Apple services. How do you help?

- A. Create a new Apple ID at appleid.apple.com.



- B. Send an email to iforgot.apple.com.
- C. Click Find your Apple ID on appleid.apple.com.
- D. Answer the security questions on

Correct Answer: B

QUESTION 11

If you have File Vault 2 enabled on your Mac, how do you start up from OS X Recovery?

- A. Hold the Command and R keys at startup.
- B. You must turn off disk encryption to use this feature.
- C. Use the Option key and choose OS X Recovery disk in the Startup Manager,
- D. Open System Preferences > Startup Disk preference pane, then select the OS X Recovery disk.

Correct Answer: A

QUESTION 12

Which of the following folders contains resources required by the operating system?

- A. /System
- B. /Library
- C. /Sites
- D. /Public
- E. ~/Library

Correct Answer: A

QUESTION 13

Sarah cannot remember the iCloud security code associated with iCloud or have access to any other devices with iCloud Keychain enabled. What can Sarah do next?

- A. Change the iCloud password to create a new iCloud security code.
- B. Reset the iCloud Keychain because Apple cannot recover a lost code.
- C. Create a new iCloud Keychain on iCloud.com.
- D. Turn iCloud Keychain off and on to create a new iCloud security code.



Correct Answer: A

QUESTION 14

System Preferences contains App Store preference. Which options are provided when the computer is set to automatically check for updates? SELECT FOUR.

- A. Install OS X updates
- B. Download newly available updates in the background
- C. Do not restart computer after updates are download
- D. Disable all third-party app updates
- E. Install app updates
- F. Prompt for my Apple ID password when any updates are available
- G. Install system data files and security updates
- H. Ignore any updates that are older than seven days

Correct Answer: ABEG

QUESTION 15

Bradley has installed OS X on his Mac and would like to set up a Firmware Password. Where can he find the Firmware Password Utility?

- A. In the Utilities folder on the startup disk.
- B. In the Applications folder on the startup disk.
- C. In the Security and Privacy pane in System Preferences.
- D. In the Utilities menu when booted to OS X Recovery.

Correct Answer: D

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