



# 9L0-412<sup>Q&As</sup>

OS X Support Essentials 10.8 Exam

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**QUESTION 1**

Which folder contains instructions for the launchd process to start certain items when a user logs in to an OS X Mountain Lion computer?

- A. /etc/launchd/
- B. /Library/LaunchAgents/
- C. /var/run/launchd/
- D. /Library/Extensions/

Correct Answer: D

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**QUESTION 2**

On your OS X Mountain Lion computer, you want the Finder to display filename extensions by default. How can you configure this setting from the Finder?

- A. Choose Preferences from the Finder menu, click Advanced, and select the option "Show all filename extensions."
- B. Control-click anywhere on the Desktop, select Preferences from the pop-up menu, click Advanced, and select the option "Show all filename extensions."
- C. Choose Show View Options from the View menu, and select the option "Show all filename extensions."
- D. Select any file icon, and choose Get Info from the File menu. In the Info window, click the disclosure triangle next to Name and Extension, deselect the option "Hide extension," and click Change All.

Correct Answer: A

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**QUESTION 3**

How can a user with the short name anna exclude the /Users/anna/Downloads/ folder from Time Machine backups?

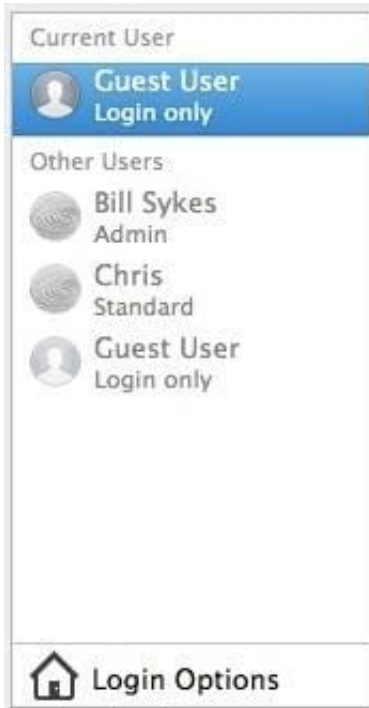
- A. Open Time Machine, choose Preferences from the Time Machine menu, click the Exclusions tab, click the Add (+) button, navigate to the /Users/anna/Downloads/ folder, and click Submit.
- B. Open the Time Machine pane of System Preferences, click Options, and add the /Users/anna/Downloads/ folder to the list of excluded items.
- C. Control-click the anna account's Downloads folder in the Finder, click the Sharing and Permissions disclosure button, click the Add (+) button, add the Time Machine user to the list of users, and set the Time Machine user's access to "No Access."
- D. In Terminal, execute the command `sudo defaults write /Library/Preferences/com.apple.TimeMachine excludedFolders -array-add /Users/anna/Downloads`.

Correct Answer: B

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**QUESTION 4**

Review the screenshot of the My Account pane of Users and Groups preferences, and then answer the question below.



An OS X Mountain Lion computer has three local users configured as shown above. Bill Sykes has lost the password to his account. Which procedure will let you reset his password?

- A. Log in as Bill Sykes using the root password, open Users and Groups preferences, and then reset his password.
- B. Restart the Mac from the OS X Recovery partition, open Terminal from the Utilities menu, type `resetpassword` and press Return to open the Reset Password utility, and then reset his password.
- C. Log in as Chris, open Directory preferences and enable the root user, then authenticate as the root user in Users and Groups preferences, and then reset Bill Sykes's password.
- D. Log in as Chris, open Reset Password from the Utilities folder, and then reset Bill Sykes's password.

Correct Answer: B

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**QUESTION 5**

How do you start up an OS X Mountain Lion computer in Safe Mode?

- A. Hold down Shift during startup.
- B. Open Terminal, type `safe_boot`, press Return, and then restart the Mac.



C. Hold down Command-Option-P-R during startup.

D. Start up from the OS X Recovery partition, and then choose Safe Boot from the Startup Disk menu.

Correct Answer: A

## QUESTION 6

Review the screenshot, and then answer the question below.



You perform a default installation of OS X Mountain Lion, and create the initial admin account, and accounts for Chris and Pat, as shown above. The Chris account is a member of which group?

A. chris

B. workgroup

C. wheel

D. staff

Correct Answer: D

**QUESTION 7**

Your Mac is started up from its OS X Recovery partition. You need to repair the hard disk. Which procedure will let you perform the repair?

- A. Select Disk Utility in the OS X Utilities window, click Continue, select the hard disk, and click Repair Disk.
- B. In the OS X Utilities window, click Select Volume, click Continue, select the hard disk, and click Verify and Repair.
- C. Quit the Recovery app, then open Disk Utility from the /Applications/Utilities/ folder on the OS X Recovery partition, select the hard disk, and click Repair Disk.
- D. Quit the Recovery app, then open Disk Utility from the /Applications/Utilities/ folder on the Macintosh HD partition, select the hard disk, and click Repair Disk.

Correct Answer: A

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**QUESTION 8**

In OS X Mountain Lion, where do most applications that are NOT sandboxed store their user-specific preferences?

- A. In a preferences database file in /Library/
- B. In .DS\_Store files, at the root level of ~/
- C. In a preferences database file in ~/Library/
- D. In application-specific preferences files in ~/Library/Preferences/

Correct Answer: D

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**QUESTION 9**

Which statement about Gatekeeper is TRUE?

- A. Only the root user can disable Gatekeeper.
- B. Standard users can bypass Gatekeeper.
- C. Gatekeeper can ONLY be disabled using a configuration profile.
- D. Only administrator users can bypass Gatekeeper.

Correct Answer: D

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**QUESTION 10**

Along with IMAP, POP, and SMTP, which protocol does the Mail application in OS X Mountain Lion support?



- A. MAPI
- B. Exchange Web Services
- C. CalDAV
- D. WebDAV

Correct Answer: B

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#### QUESTION 11

You have a Mac OS X v10.6.8 computer that has several user accounts. If you install OS X Mountain Lion without first erasing the target volume, what will happen to the 10.6.8 operating system and the existing user accounts?

- A. The Installer archives the 10.6.8 OS and installs Mountain Lion. It maintains the user accounts.
- B. The Installer upgrades the 10.6.8 OS to Mountain Lion. It maintains the user accounts.
- C. The Installer replaces the 10.6.8 OS with Mountain Lion. It archives the user accounts, but they can be restored manually.
- D. The Installer erases the 10.6.8 OS and installs Mountain Lion. It archives the user accounts, but they can be restored manually.

Correct Answer: B

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#### QUESTION 12

You are logged into a MacBook Pro as a standard user. How can you display the OS X Mountain Lion build number?

- A. Choose About This Mac from the Apple menu, and then click the text directly under OS X until the build number is revealed.
- B. Type build\_number in Spotlight, and then scroll through the resulting information until the build number is revealed.
- C. In the General pane of System Preferences, click the Info disclosure triangle to reveal the build number.
- D. Choose Software Update from the Apple menu, and then choose Build Number from the Update menu.

Correct Answer: A

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#### QUESTION 13

In OS X Mountain Lion, Safe Boot \_\_\_\_\_.

- A. increases data security by modifying Sharing settings, so only essential protocols are enabled at startup
- B. facilitates troubleshooting by preventing loading of third-party components in the operating system at startup
- C. increases data security by assigning all standard users Read-only privileges to mounted local volumes



D. prevents users from accessing sensitive system files by loading Simple Finder instead of Finder at startup

Correct Answer: B

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#### QUESTION 14

Which OS X startup keyboard shortcut causes the system to display the most detailed information about the startup process?

A. Command-S

B. Shift

C. F12

D. Command-V

Correct Answer: D

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#### QUESTION 15

From your OS X user account that has iCloud enabled, how can you open a TextEdit document that you stored in iCloud?

A. In Finder, select iCloud > Open from the Go menu, and then select the TextEdit app and the document that you want to open.

B. From the Applications folder, open the iCloud app, and then select the TextEdit app and document that you want to open.

C. In TextEdit, choose Open from the File menu, click iCloud, and then select the document that you want to open.

D. From the iCloud pane of System Preferences, select the TextEdit app and the document that you want to open.

Correct Answer: C

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