

Mac OS X v10.7 Troubleshooting Exam 9L0-063

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File Version: 1.0



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Apple 9L0-063



Mac OS X v10.7 Troubleshooting Exam

Version: 4.0

Exam A

QUESTION 1

What is the recommended version of OS X Snow Leopard before installing OS X Lion?

- A. 10.6.1
- B. 10.6.3
- C. 10.6.4
- D. 10.6.8

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 2

What new feature of OS X Lion allows a customer to reset their login password without having to startup from the Recovery HD?

- A. Safe Boot.
- B. EFI reset mode.
- C. Single User mode.
- D. Reset a password using an Apple ID.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 3

A customer has purchased a MacBook Air (13-inch Mid 2011). They set the Mac up without transferring any of their personal data. A few days later they realize they need the contents of their previous machines Users folder. How can they easily obtain the data from their older Macbook?

- A. Boot to the Recovery HD to run the Migration Assistant.
- B. Use the Finder to manually migrate the files via Wi-Fi or ethernet.
- C. The customer will have to purchase the Migration Assistant at the Mac App Store.
- D. The Migration Assistant is stored in the Utilities folder and can be run at any time.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 4

A customer upgrades their Mac to OS X Lion but still wishes to run applications written for the PowerPC. Choose the best solution for this issue:

- A. Erase the hard drive and reinstall OS X Snow Leopard.
- B. Download Rosetta by purchasing it at the Mac App Store.
- C. PowerPC applications are no longer supported regardless of OS X version.
- D. Create a dual boot configuration with OS X Snow Leopard on one partition and OS X Lion on

another.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 5

Which of the following Intel Processors are supported for install of OS X Lion?



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- A. Intel Core Solo
- B. Intel Core Duo
- C. Intel Core 2 Duo
- D. Any Intel Processor

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 6

A customer running OS X Lion would like to set up a Firmware Password. Where can they find the Firmware Password Utility?

- A. In the Utilities folder on their startup disk.
- B. In the Applications folder on their startup disk.
- C. In the Security & Privacy Systems Preference pane.
- D. In the Utilities menu when booted to the Recovery HD.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 7

If you choose to install OS X Lion on a RAID volume, which of the following features will be disabled? SELECT TWO:

- A. Time Machine
- B. Full Disk Encryption
- C. Recovery HD partition
- D. Resetting a lost password
- E. Migration Assistant data transfer from a Windows PC

Correct Answer: BC

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 8

Which of the following is a software tool is NOT available on the Recovery HD?

- A. Disk Utility
- B. Network Utility
- C. Activity Monitor
- D. Restore from a Time Machine backup

Correct Answer: C

Section: (none)

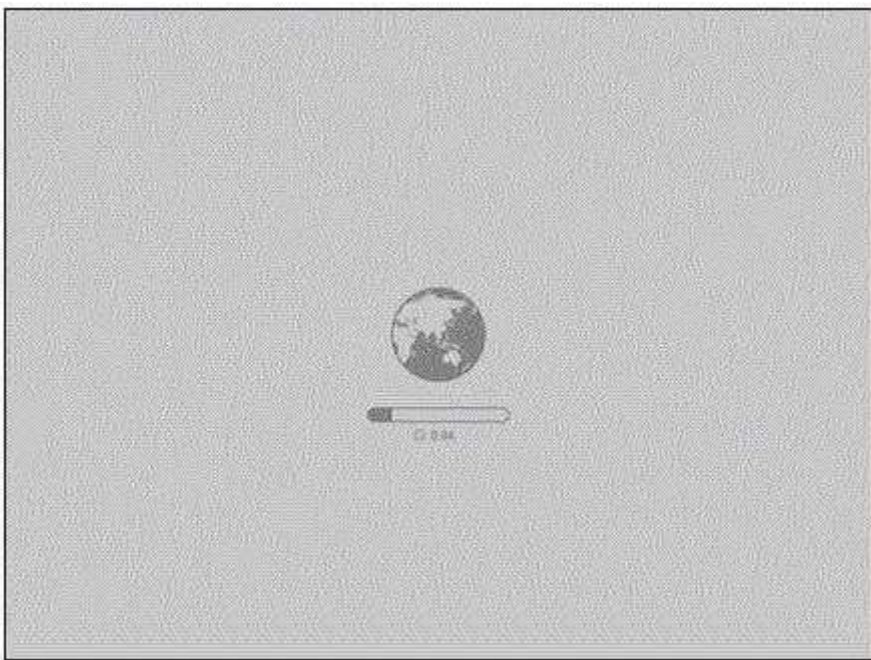
Explanation

Explanation/Reference:

Explanation:

QUESTION 9

Please examine the image above.



A customer with a MacBook Air (13-inch, Mid 2011) sees this image on their screen. What would cause their Mac to display this image at startup?

- A. Lion Internet Recovery has started downloading the Recovery HD image.
- B. The Mac is starting up from the Recovery HD.
- C. EFI has detected a hardware issue.
- D. Apple Hardware Test is loading.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 10

A customer uses her MacBook late at night and occasionally has to restart. Despite having muted the speaker volume, the MacBook always plays the startup chime loudly. What step should you try first to resolve this issue?

- A. Reset the SMC.
- B. Reinstall OS X Lion.
- C. Repair disk permissions.
- D. Reset the PRAM/NVRAM.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 11

A customer would like to transfer a large file from their Mac Pro running Lion to a friend MacBook Pro running Snow Leopard, using target disk mode. The Mac Pro hard drive is encrypted using FileVault 2. Which technique is the best to quickly transfer the file?

- A. Place the Mac Pro running Lion into target disk mode then transfer the file using the Snow Leopard Finder.
- B. Place the MacBook Pro running Snow Leopard into target disk mode then transfer the file using the Lion Finder.
- C. Turn off encryption on the Mac Pro running Lion, when de-encryption is finished place it into target disk mode and transfer the file using the Snow Leopard Finder.
- D. Use live partitioning in the Disk Utility to create a non-encrypted volume on the Mac Pro. Copy the file to that volume, then place the Mac Pro into target disk mode and transfer the file using the Snow Leopard Finder.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 12

You are troubleshooting an application which bounces in the dock for a few seconds, then stops without launching or displaying an error message. What built-in utility is best for displaying application and system messages that are not shown to a user?

- A. Logger
- B. Console
- C. Terminal
- D. System Information

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 13

Examine the image above.



If a Mac displays this flashing folder at startup, it _____.

- A. is in Internet Recovery mode
- B. is looking for a Netboot Server
- C. is unable to find a startup disk that contains boot files
- D. indicates that the unit has failed to pass the power on self test

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 14

After running software updates, Scott's Mac mini is hanging during startup at a blue screen. What built-in startup mode might resolve this issue?

- A. Verbose
- B. Safe Boot
- C. Single User
- D. Target Disk Mode

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 15

Examine the image above.



What could cause a Mac to display this prohibitory sign at startup?

- A. The Mac is not compatible with the version of OS X Lion on the hard drive.
- B. The memory is missing or not detected.
- C. Apple Hardware test is loading.
- D. Failed logic board.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 16

Mark MacBook Air is hanging during startup at a gray screen. What would you try first to resolve this issue?

- A. Single User
- B. Verbose mode
- C. Target Disk Mode
- D. Reset PRAM/NVRAM

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 17

Which of the following is the indication that a Mac has completed the hardware stage of the startup process, and the software Startup stage has begun?

- A. Boot chime
- B. Gray screen
- C. Blank screen
- D. Gray Apple logo

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 18

An iMac starts, but hangs after the login screen. How can you easily disable login items to see if they are causing the issue?

- A. Hold the shift key at start up to Safe Boot the iMac.
- B. Start the iMac to the Recovery HD and reinstall OS X Lion.
- C. Hold command S to enter Single User mode, then move login items with the command line.
- D. Start the iMac to the Recovery HD, then open the terminal and use it to delete all login items.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 19

A prohibitory sign over an application icon in OS X Lion indicates that it is _____. A prohibitory sign over an application? icon in OS X Lion indicates that it is _____ .

- A. an iOS application
- B. a PowerPC application

- C. a Windows application
- D. an app not purchased at the Mac App Store

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 20

Jill is developing an application on a shared Mac at work. She wants to keep the app private until she has finished it. Where should she store the application?

- A. /Applications
- B. /Users/Shared
- C. /Users/Jill/Applications
- D. /System/Library/Applications

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 21

A technician suspects that an application crashing at launch has a corrupt preference file. What is the expected behavior if the technician moves the preference file out of the Preferences folder?

- A. The application will continue to use the corrupt preference file.
- B. A new default preference file will be created when the application launches.
- C. The old preference files will be automatically deleted when the application launches.
- D. All preference settings will automatically populate into a newly created preference file at launch.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 22

If a customer upgrades their Mac to OS X Lion, then attempts to run an application written for the PowerPC processor, what happens?

- A. They will be prompted to install Rosetta to run the application.
- B. The application will not launch, and no dialogs or warnings are displayed.
- C. The "Please reinstall Snow Leopard in order to run this application" dialog box will appear.
- D. A "You can open the application because PowerPC applications are no longer supported." warning will appear.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 23

What is a kernel extension in OS X?

- A. A user specific software library.
- B. A place to store global system preference settings.
- C. A software driver which provides driver support for hardware, networking, and peripherals.
- D. The system for starting, stopping and managing daemons, applications, processes, and scripts.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 24

Your customer wants to quickly build a list of all applications and extensions installed on his Mac with OS X Snow Leopard before upgrading to OS X Lion. Which of the following would be the best choice to do this?

- A. Finder
- B. Console
- C. Directory Utility
- D. System Information

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 25

How would a OS X Lion user change the order of the network services, so that Wi-Fi is the first choice?

- A. Delete all other network services using the Network preference pane.
- B. Set Wi-Fi as the priority network service in the Airport Utility preferences.
- C. Select Wi-Fi as the default network interface in the info tab of the Network Utility.
- D. Select "Set Service Order" in the Network preference pane's Action menu then drag Wi-Fi to the top of the list.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 26

You would like to copy a 4 GB file from your MacBook Air to a co-worker's MacBook Air. Both Macs are running OS X Lion. Which method requires the least configuration?

- A. Transfer with Airdrop.
- B. Set up Bluetooth File Exchange.
- C. Use an ethernet cable and enable file sharing.
- D. Upload the file to an online file storage service, then download it.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 27

Which one of the following combinations of network configurations would require multiple locations to properly configure?

- A. Fixed IP with Wi-Fi and fixed IP address with built-in Ethernet.
- B. PPPoE with built-in Ethernet and DHCP IP address with Wi-Fi.
- C. DHCP IP address with built-in Ethernet and DHCP IP address with Wi-Fi.
- D. Fixed IP address with built-in Ethernet and DHCP IP address with built-in Ethernet.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 28

You suspect that a customer's MacBook Pro is failing to connect to a network because of a system software issue. Which technique is the best way for you to test for basic connectivity?

- A. Use the Network Setup Assistant to create a new network location.
- B. Create a new user in the Users&Groups preferences pane and test in that user.
- C. Erase the customer's hard drive, reinstall OS X Lion, then use Network Utility.
- D. Start up the Recovery HD by holding Command-R keys, then use Network Utility.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 29

Examine the image above.



Notice that the Wi-Fi status indicator is yellow. Complete the following statement about the status of the Wi-Fi service on this Mac. Wi-Fi service is _____.

- A. Inactive (off)
- B. Active and connected
- C. Active but not connected
- D. Inactive (hardware is missing)

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 30

Which system preference pane allows a user to enable the OS X Lion Firewall?

- A. Sharing
- B. Network
- C. Mission Control
- D. Security & Privacy

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 31

If a customer deletes an application purchased on the Mac App Store within Launchpad, it is removed from their Mac hard drive. True or False?

- A. True
- B. False

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 32

From the list below, choose two features introduced in OS X Lion. SELECT TWO:

- A. AirDrop
- B. Spotlight
- C. Cover Flow
- D. Action menu
- E. || My Files in the Finder sidebar || My Files in the Finder sidebar

Correct Answer: AE

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 33

Which System Preference pane allows a user to enable or disable indicator lights for open applications?

- A. Dock
- B. General
- C. Displays
- D. Mission Control

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:



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QUESTION 34

Which of the following is a new feature of OS X Lion that brings together Expos? full-screen apps, Dashboard, and Spaces in one unified experience?

- A. AirDrop
- B. Launchpad
- C. Multi-Touch
- D. Mission Control

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 35

Which of the following new features of OS X Lion can be opened using a single Multi-Touch gesture? SELECT TWO:

- A. Mission Control
- B. Launchpad
- C. Spotlight
- D. AirDrop
- E. Grab

Correct Answer: AB

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 36

Which statement about FileVault 2 is TRUE?

- A. Once a user enables FileVault 2, it cannot be disabled.
- B. FileVault 2 can only be enabled on non-administrator user accounts.
- C. There is no way to recover data from a FileVault 2 protected volume if the login password is lost.
- D. When a user enables FileVault 2, the startup volume is encrypted and access to the volume is password protected.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 37

Your customer enabled FileVault 2. They have lost their admin password. How should you help this customer?

- A. Startup from the Recovery HD and choose the Unlock Disk option.
- B. Startup from the Recovery HD and open the Firmware Password utility.
- C. Inform the customer that they can unlock their disk using the recovery key created when FileVault 2 was enabled.
- D. Help the customer erase their hard drive and reinstall OS X Lion. All of their data is lost if they forget the admin password.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 38

A customer with OS X Lion installed has decided to give their Mac to a friend. How can they easily erase their hard drive and reinstall OS X Lion?

- A. They should use a OS X Lion Install DVD, start up from it and choose the erase and install option.
- B. They must use target disk mode and perform the erase and install option in OS X Lion from another Mac.
- C. They should start up to the Recovery HD, use the Disk Utility to erase the hard drive volume, then choose the Reinstall OS X option.
- D. They should use a Snow Leopard Install DVD, startup from it and erase the hard drive using the Disk Utility. After installing Snow Leopard, creating a new user, and running software updates; they will then download OS X Lion from the Mac App Store.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 39

A technician suspects that an application preference file is causing the app to crash at launch. Which of the following techniques would be best to confirm the issue?

- A. Use a Time Machine backup to restore the entire User folder.
- B. Delete the application, reinstall it, then try launching it again.
- C. Startup from the Recovery HD, open Disk Utility and repair the startup disk.
- D. Use o to Folder...?or the Option key to access the user library, move the suspected preference file to the desktop and then try launching the application.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 40

From the list below, pick the volume format that is supported in the OS X Lion Disk Utility to password protect (encrypt) an external disk or thumb drive.

- A. NTFS
- B. ExFAT
- C. MS-DOS (FAT)
- D. Mac OS Extended (Journaled)

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 41

A customer installed OS X Lion on his iMac, but cannot enable FileVault 2. What is a likely cause of this issue?

- A. The iMac does not have sufficient RAM.
- B. The hard drive does not have the correct partition scheme.
- C. FileVault 2 was not chosen as a custom option during the OS X Lion install.
- D. The customer continued the install of OS X Lion, despite a warning that the Recovery HD could not be created.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 42

If a technician suspects that a required system font is missing from an installation of OS X Lion, which folder should be investigated?

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 43

Which of the following is a supported destination for an OS X Lion installation?

- A. a hard drive without a partition scheme
- B. a hard drive with the MBR partition scheme
- C. a hard drive with the APM partition scheme
- D. a hard drive with the GUID partition scheme

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 44

If a customer has FileVault 2 enabled on their drive, how do they start up from the Recovery HD?

- A. Hold the Command and R keys at startup.
- B. The customer must turn off disk encryption to use this feature.
- C. Use the option key and choose the Recovery HD in the Startup Manager.
- D. Attach a USB hard drive with OS X Lion installed on a non-encrypted disk and use the Recovery HD on that drive.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 45

Apple recommends the _____ volume format when setting up a Mac's hard drive for normal use.

- A. ExFAT
- B. Mac OS Extended
- C. MS-NT File System
- D. Mac OS Extended (Journaled)

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 46

Joe's iMac starts, but hangs before it reaches the login screen. Unfortunately, he does not have a recent backup of his data. You would like to help Joe verify the volume, and repair it only if necessary. What is the best way to accomplish this task?

- A. Hold the shift key down to Safe Boot the iMac.
- B. Start the iMac from the Recovery HD and use Terminal.
- C. Start the iMac from the Recovery HD and use Disk Utility.
- D. Start up in single-user mode and run the `/sbin/fsck -fy` command.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 47

Your customer runs her small business on an iMac with OS X Lion. She would like to keep her data secure with FileVault 2, but is worried that she will have to share her admin password with the rest of the staff. How should you address this concern?

- A. The customer should enable the Automatic login feature in the User & Group preferences.
- B. This is a limitation of FileVault 2. The customer will have to share her password to use the feature.
- C. Ask the customer to disable FileVault 2 when others wish to use the computer, then re-enable it when they are done.

- D. The customer can create other admin users, then give them the ability to unlock the disk in the Security & Privacy preferences.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 48

An administrator user wishes to share a Desktop picture with all local users. Where should they store the image file?

- A. /Library/Desktop Pictures
- B. /System/Desktop Pictures
- C. ~/Library/Desktop Pictures
- D. /System/Library/Desktop Pictures

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 49

A user drops a file into a folder named "my stuff" and sees this message: "You can put items into "my stuff," but you won't be able to see them. Do you want to continue? Other users with sufficient permissions will be able to use the items." This means the folder's permissions have been set to _____.

- A. Read only
- B. Write only
- C. Read & Write
- D. Execute only

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 50

If a customer needs to change the permissions of a file to read-only for all users, what is the recommended method?

- A. Use the Terminal to adjust file permissions with command line tools.
- B. Use Repair Disk Permissions in the Disk Utility to adjust the file's permissions.
- C. Use the Sharing & Permissions pop-up menu in the file's Get Info window to choose read only for all users.
- D. Place the file into a folder, then change folder permissions to read only using the Sharing & Permissions pop-up menu in the folder's Get Infowindow.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 51

An administrator would like to prevent data recovery software from retrieving any files from a deleted user. Which option is the best choice?

- A. Turn on FileVault 2, wait for encryption to finish, then delete the user.
- B. Save the deleted user in a disk image, then use the Terminal to secure delete the image.
- C. Delete the user using the delete the home folder with the erase home folder securely option enabled.
- D. Delete the user using the on change the home folder option, then drag the folder to the trash and choose secure empty trash in the Finder.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 52

You would like to give a friend temporary access to your Mac so that they can check their online banking website. What is the easiest way for you to share your Mac and protect your privacy?

- A. Log in to a Sharing Only user.
- B. Enable a Managed User account, and limit access to just Safari.
- C. Create a Standard User account, then delete it when your friend is done.
- D. Open Users and Groups preferences, select Guest Account, then select allow guests to log in to this computer.?

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 53

A customer finds that she cannot access the Downloads folder in her home directory. The Finder displays the message:

"The folder downloads can't be opened because you don't have permission to see its contents."

How can the user quickly and easily correct these permissions issues with her personal data?

- A. Open the Disk Utility and run repair disk permissions.
- B. Erase their hard drive and restore from a Time Machine backup.
- C. Open the Terminal and use command line tools to correct the permissions.
- D. Select the Downloads folder in the Finder, then choose Get Info in the file menu. The folder permission can then be changed back to Read & Write in the Sharing & Permissions section.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 54

In which of the following scenarios would it be useful to run Repair Disk Permissions in Disk Utility to resolve the issue?

- A. Computer fails to turn on.
- B. Cannot complete a OS X Lion install.
- C. Cannot install any application into /Applications.
- D. Cannot open one Numbers document. Other Numbers documents open without issue.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 55

Valerie upgraded her MacBook Pro to OS X Lion and completed a Time Machine backup just before her vacation. She accidentally deleted an important file that she was updating during the trip. How can she use Time Machine to recover the file?

- A. Boot to the Recovery HD and choose Restore files from a Time Machine Backup.
- B. Hold the option key then click the Finder Go menu and choose Local Snapshots.
- C. The file can only be restored when she returns home and has access to the backup drive.
- D. Restore the file from a local snapshot by entering Time Machine, finding the file, and clicking Restore.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 56

Which is a valid troubleshooting step to resolve a customer's complaint that his Time Machine backup takes a long time to complete?

- A. Quit unused applications.
- B. Purchase a larger backup drive.
- C. Reselect the drive as your backup drive.
- D. Use Wi-Fi instead of ethernet when possible.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 57

When looking at a Time Machine timeline, what indicates that a backup is a local snapshot rather than on a TimeCapsule or backup drive?

- A. The backup timestamp is the only indication.
- B. The backups will be in a section labeled Local Snapshots. The backups will be in a section labeled Local Snapshots.
- C. The local snapshot backup is badged with a home folder icon.
- D. Local snapshots will appear on the timeline along with regular backups, distinguished by different colors.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 58

If a customer has FileVault 2 enabled, Time Machine will automatically encrypt their backup.

True or False?

- A. True
- B. False

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 59

A customer decides to encrypt their existing Time Machine backup. How should they proceed?

- A. Erase the drive using the Disk Utility then start a new Time Machine backup.
- B. Enable FileVault 2 on the startup disk to automatically encrypt the Time Machine backup.
- C. Get info on the Time Machine backup drive then select the enable encryption checkbox.
- D. Use the Time Machine preferences to re-select the backup drive then select the encrypt backup disk checkbox.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 60

How can a user delete a file named "junk document" from all previous Time Machine backups?

- A. Delete "junk document" in the Time Machine Finder window for the most recent backup.
- B. Open Time Machine preferences and remove the file "junk document" from the backup list.
- C. Select the Delete all Backups of "junk document" from the File menu in any standard Finder window.
- D. Select the Delete all Backups of "junk document" from the Action menu in the Time Machine Finder window.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 61

A customer MacBook Pro with OS X Lion installed is freezing after login. They would like to search online Apple Support articles about this issue. How can they accomplish this task?

- A. Startup from the Recovery HD and choose the Get Help Online option.
- B. Startup from a OS X Lion Install DVD and choose the Get Help Online option.

- C. Startup from an external Time Machine backup drive then use Safari to search Apple Support articles.
- D. In order to use Safari, the customer will have to restore their hard drive from a Time Machine backup.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 62

After opening the OS X Lion installer, a customer can choose to override the default choice of the startup volume and pick another disk. True or False?

- A. True
- B. False

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 63

A customer with a DSL modem would like to use the tools available on the Lion Recovery HD. What should they be aware of before attempting to use the tools that require an internet connection?

- A. DSL modems are no longer supported in OS X Lion.
- B. DSL connections that require direct PPPoE authentication are not supported when started to the Recovery HD.
- C. The Get Help Online feature will work, but the install OS X feature requires a faster connection to the internet.
- D. The customer will have to enter PPPoE user name and account in the Network settings when started to the Recovery HD.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 64

Which of the following are supported when transferring data from a PC to a Mac using Migration Assistant? SELECT TWO:



<http://www.gratisexam.com/>

- A. Fibre Channel
- B. Target Disk Mode

- C. Wi-Fi networking
- D. Ethernet networking
- E. Online Backup Services

Correct Answer: CD

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 65

If a customer's system has the minimum RAM necessary to run OS X Snow Leopard, they will have enough RAM to install OS X Lion. True or False?

- A. True
- B. False

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation: