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**9L0-066**

**OS X Yosemite Troubleshooting Exam**

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## Exam A

### QUESTION 1

Randall is using OS X Yosemite v10.10 on a MacBook Air (Late 2010). He would like to AirDrop a 7GB file to a colleague. The colleague is using OS X Mountain Lion v10.8.5 on an iMac (Early 2009). Randall cannot locate the colleague's iMac in AirDrop. Which of the following is preventing this transfer?



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- A. AirDrop does not support files larger than 5GB.
- B. The iMac (Early 2009) does not support AirDrop.
- C. On the MacBook Air, Randall must first click "Don't see who you're looking for?"
- D. OS X Yosemite cannot AirDrop with OS X Mountain Lion.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <https://support.apple.com/en-us/HT203106>

### QUESTION 2

Select the key combinations used to access the Recovery System and Internet Recovery. SELECT TWO.

- A. Command-Option-Shift-R
- B. Command-I-R
- C. Command-Shift-I
- D. Command-R
- E. Option-Command-R

**Correct Answer:** DE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://www.macissues.com/2014/03/21/how-to-access-recovery-mode-in-os-x/>

**QUESTION 3**

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 & Privacy pane in System Preferences.
- D. In the Utilities menu when booted to OS X Recovery.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <https://support.apple.com/en-us/HT204455>

**QUESTION 4**

Diane is using an app that was developed by her company for internal use. She is running the app on her MacBook Air (13-inch, Mid 2013). The app quits unexpectedly but never displays any error messages. The other apps on her machine work without issue and she has reproduced the issue with the app on another machine. She wants to help her development group isolate the issue. Which of the following troubleshooting tools or techniques would you advise that she use to best isolate the issue?

- A. Disk Utility
- B. Verbose mode
- C. Activity Monitor
- D. Console

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

If an app crashes on launch and no “unexpectedly quit” message ever appears, go to /Applications/Utilities and launch Disk Utility. From here, select your startup volume and click on the First Aid tab. Then click on Repair Disk Permissions.

Reference: <http://www.macworld.com/article/1050284/firstaidcrash.html>

**QUESTION 5**

Which of the following are features of OS X designed to enhance the security and privacy of user content? SELECT THREE,

- A. Gatekeeper
- B. FileVault2
- C. Boot Camp 5
- D. Firewall
- E. Terminal
- F. Console
- G. Safe Boot

**Correct Answer:** ABD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <https://www.apple.com/osx/what-is/security/>

#### QUESTION 6

There is a way to start up your Mac so that it performs certain checks and prevents some software from automatically loading or opening. What is the name of this startup method?



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- A. Restore
- B. Disk Utility
- C. Console
- D. Safe Mode

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <https://support.apple.com/en-us/HT201262>

#### QUESTION 7

A MacBook Pro with OS X installed is unresponsive after login. Your customer would like to search online Apple Support articles about this issue. How can she quickly accomplish this task?

- A. Startup from OS X Recovery and choose the Get Help Online option.
- B. Startup from an OS X Install DVD and choose the Get Help Online option
- C. In order to use Safari, the customer will have to restore the hard disk from a Time backup.
- D. She must first install OS X on an external disk, then use Safari to search Apple Support articles.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <https://support.apple.com/en-us/HT201314>

#### **QUESTION 8**

Wireless Diagnostics incorporates Monitor Mode. Which of the following customer scenarios would Monitor Mode help with the most?

- A. A customer is having trouble sending and receiving Mail on a company wireless network.
- B. A customer will intermittently have a Wi-Fi connection drop. The customer cannot narrow down any specific time that it happens.
- C. A customer cannot connect to any password-protected wireless networks.
- D. A customer is experiencing slow speeds on a specific public Wi-Fi connection.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

Use Monitor mode for intermittent issues, such as unexpectedly dropped connections and auto-join issues. When an issue is detected, Monitor mode will automatically stop, indicate it's detected an issue, and collect information about what occurred. Information will be saved to the desktop as part of the Wireless Diagnostics report, so that you may share it with a network specialist.

Reference: <https://support.apple.com/en-ap/HT202663>

#### **QUESTION 9**

Bill says no matter what he tries he cannot open a specific document in Pages. Which of the following would help you effectively isolate the issue?

- A. Attempt to open a different Pages document.
- B. Quit Pages and try to open the document with Text Edit.

- C. Quit Pages and adjust the framework which may be mismatched.
- D. Restart from a different volume and try to reproduce the issue.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### QUESTION 10

John often uses his computer around his roommates. He would like to keep his information private by requiring a password each time the computer wakes from sleep. How does John enable this feature?



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- A. Open System Preferences and click Desktop & Screen Saver. Click 'Require password immediately after sleep or screen saver begins.'
- B. Open Security & Privacy in System Preferences and click 'Require password immediately after sleep or screen saver begins.'
- C. In System Preferences, click Energy Saver, then click 'Require password immediately after sleep or screen saver begins.'
- D. Move the cursor to the bottom-right corner of the display and enter a password when prompted.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <https://support.apple.com/en-mk/HT204379>

#### QUESTION 11

A user moves 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.'

Which of the following states has the user's folder permissions for "my stuff" been set to?

- A. Read only
- B. Write only

- C. Read & Write
- D. Execute only

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 12**

Lucy, the Family Organizer, has turned off Family Sharing. Which group purchases do previous group members still have access to?

- A. All group member purchases can still be accessed.
- B. Only free purchases can be accessed.
- C. No content downloaded while part of a family group can be accessed
- D. All content can be accessed because previous group members are instantly charged for all purchase.
- E. Purchases that each member paid for themselves with gift or store credit, and purchases they initiated can be accessed.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <https://support.apple.com/en-us/HT201081>

#### **QUESTION 13**

Joseph enabled FileVault 2. He then forgot the administrator password. How can you help Joseph?

- A. Ask Joseph to startup from OS X Recovery and choose
- B. Have Joseph startup from OS X Recovery and open the Firmware Password utility
- C. Explain to Joseph that he can unlock the disk using the recovery key created when FileVault 2 was enabled.
- D. Help Joseph erase the hard disk and reinstall OS X and forgotten.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <https://discussions.apple.com/thread/4910616>

#### **QUESTION 14**

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](https://appleid.apple.com).
- B. Send an email to [iforgot.apple.com](https://iforgot.apple.com).
- C. Click Find your Apple ID on [appleid.apple.com](https://appleid.apple.com).
- D. Answer the security questions on

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <https://iforgot.apple.com/appleid>

#### **QUESTION 15**

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](https://icloud.com) and click Settings to view supports 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

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 16**

What information is stored in iCloud Keychain? SELECT THREE.

- A. Touch ID and passcode used to unlock your iOS device.
- B. Safari website user names and passwords.





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- C. Most Wi-Fi network names and passwords
- D. Apple ID purchase history and account balance.
- E. Credit card numbers and expiration dates.
- F. Find my iPhone locations for all enabled devices.
- G. Siri request history.

**Correct Answer:** BCE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

iCloud Keychain keeps your Safari website usernames and passwords, credit card information, and Wi-Fi network information up to date across all of your approved devices that are using iOS 7.0.3 or later or OS X Mavericks v10.9 or later.

Reference: <https://support.apple.com/en-ap/HT204085>

#### **QUESTION 17**

Mary is really busy and must focus on a weekly reports. She really needs to update her apps in OS X, but it is not always a convenient time when App Store notifies her. Which of the following would be the best option in App Store notifications for Mary to select?

- A. Click "Don't Ask Me Again" so the download apps reminder goes away.
- B. Click "Later," and choose a convenient time to update the apps.
- C. Click "Download apps in Sleep Mode."
- D. Click "Close" and wait for another reminder.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <https://support.apple.com/en-us/HT201541>

**QUESTION 18**

The installation of OS X Yosemite has failed. First Aid in Disk Utility reports directory damage but cannot repair it. What do you do next?

- A. Reinstall OS X using the Recovery System.
- B. Replace the hard drive.
- C. Erase the hard drive and then reinstall OS X.
- D. Restart the machine and download the OS X Yosemite installer again.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 19**

What should you do first if a MacBook Air (13-inch, Mid 2013) does not show the AirPlay Display menu icon on a network with an Apple TV (3rd generation)?

- A. Reset all of the settings on the Apple TV and rejoin the network.
- B. Startup the MacBook Air from Recovery HD and reinstall OS X.
- C. Download the latest copy of iTunes and restore the Apple TV.
- D. Ensure the "Show mirroring options in the menu bar" preference is enabled.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 20**

An iMac starts, but becomes unresponsive 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.
- B. Start the iMac to OS X Recovery and reinstall OS X
- C. Hold Command-S to enter single-user mode, then mo
- D. Start the iMac to OS X Recovery, open Terminal, and use it to delete all login items.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 21**

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

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <https://support.apple.com/en-us/HT201723>

#### **QUESTION 22**

John is attempting to use Handoff with his recently updated iPhone and Mac. It is not pairing successfully. He just added home networking equipment to improve signal range. What troubleshooting step should John try first?

- A. Verify that iPhone Cellular Calls are turned on in System Preferences > Network.
- B. Reset Network Settings on iPhone.
- C. Verify that both devices are connected to the same Wi-Fi network.
- D. Verify that both devices are connected to a Wi-Fi network using WPA2 security.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 23**

Jeff uses his living room television as a display for his Mac mini. Jeff states the Bluetooth keyboard paired with his Mac mini intermittently stops responding. What steps can you advise Jeff to take to resolve the issue? SELECT THREE.

- A. Make sure Show Bluetooth in menu bar is selected in System Preferences.
- B. Press a key on the keyboard to reconnect it with the Mac.
- C. Turn off Bluetooth in the Bluetooth pane of System Preferences.
- D. Turn Wi-Fi off and on.
- E. Check the battery level of the keyboard.
- F. Check Activity Monitor.
- G. Keep wireless devices within 33 feet (10 meters) of the Mac.

**Correct Answer:** BEG

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <https://support.apple.com/en-us/HT204621>

**QUESTION 24**

Angel is working on a research paper in Pages in OS X Yosemite. She saved her document to iCloud Drive while working on her Mac. If Angel wants to continue working on her research paper on her iPad, which of the following conditions have to be met? SELECT THREE.

- A. Both the Mac and the iPad need to be on the same Wi-Fi network.
- B. Pages must be installed and up to date on the iPad.
- C. The same iCloud account must be signed in to both devices.
- D. Bluetooth must be turned on.
- E. The iPad needs iOS 8 or later.
- F. Push notifications for iCloud must be enabled on the Mac.
- G. Push notifications for Pages must be enabled on the iPad.

**Correct Answer:** CFG

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 25**

Jessie is trying to boot to OS X Recovery. She remembers using OS X Recovery in the past on this computer, but she does not see the Recovery HD in Startup Manager anymore. Of the following possibilities, which is most likely the cause?

- A. There is no Recovery HD.
- B. Disable Recovery HD is selected in the Startup Disk pane of System Preferences.
- C. OS X Yosemite needs to be reinstalled from App store.
- D. FileVault 2 is enabled or a firmware password is set.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 26**

Select the tools used to view the number of attached hard disks, volumes, and types.

SELECT TWO.

- A. Apple Diagnostics
- B. Console
- C. System Information
- D. Recovery Disk Assistant
- E. Disk Utility

**Correct Answer:** CE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 27**

Norman purchased an Airport Extreme. What utility will help him setup his new wireless network?

- A. Airport Utility



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- B. Network Utility
- C. Wireless Diagnostics
- D. No utility is needed. The Airport Extreme will self-configure.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://www.macinstruct.com/node/97>

#### **QUESTION 28**

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

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://www.macissues.com/2014/11/05/yosemite-adds-options-to-automatically-install-os-x-updates/>

**QUESTION 29**

John states that the external hard drive he uses to store music is not visible in the Finder. Your drive is properly plugged in and listed in System Information. How should you continue troubleshooting the issue?

- A. Troubleshoot the issue using Activity Monitor.
- B. Troubleshoot the issue using Disk Utility.
- C. Troubleshoot the issue using Apple Diagnostics.
- D. Troubleshoot the issue using Console.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 30**

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

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: [https://support.apple.com/kb/PH18919?locale=en\\_US](https://support.apple.com/kb/PH18919?locale=en_US)

**QUESTION 31**

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

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

System—This folder contains resources required by the operating system for primary functionality. Users very rarely have to make changes to the contents of this folder. Even administrative users are unable to make changes to items in the System folder without reauthenticating.

### QUESTION 32

Your customer asks, "What version of OS X do I have to have installed on my older Mac so I can download OS X Yosemite from the App Store?" Which of the following is the correct response?

- A. "To download OS X Yosemite from the App Store, you will need to have Mac OS X Snow Leopard v10.6.8 or newer installed."
- B. "To install OS X Yosemite, you will need to download a version of Mac App Store that will run on any version of OS X."
- C. "To download OS X Yosemite, you will need to have OS X Mountain Lion v10.8 installed and App Store running."
- D. "To update to OS X Yosemite, you need to have Mac OS X Leopard v10.5.2 or later already installed on your Macs."

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <https://www.apple.com/osx/how-to-upgrade/>

### QUESTION 33

Richard purchased a new Thunderbolt drive. When tool should he use to troubleshoot the issue?

- A. Console
- B. Disk Utility
- C. Directory Utility
- D. Thunderbolt Setup Utility

**Correct Answer:** B

**Section:** (none)

**Explanation**



**Explanation/Reference:**

**QUESTION 34**

Which of the following statements about Guest accounts are true? SELECT THREE.

- A. Logging out of the Guest User temporarily saves files to the /Users/Guest
- B. Logging out of the Guest User deletes the Guest User home folder.
- C. Parental Controls cannot be used on a Guest account
- D. When FileVault is enabled, the Guest account is limited to the system's default apps.
- E. The Guest account allows others to use the computer temporarily without needing a password.
- F. All features of iCloud are disabled in the Guest account.
- G. Guest Users cannot make changes to other user accounts, computer settings, or log in remotely.

**Correct Answer:** BEG

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: [https://support.apple.com/kb/PH18891?locale=en\\_US&viewlocale=en\\_US](https://support.apple.com/kb/PH18891?locale=en_US&viewlocale=en_US)

**QUESTION 35**

William is managing systems running OS X at his company. He is distributing a PNG file that is to be used on these company systems as the desktop picture whenever a user logs in. The picture needs to be available to all user accounts set up on each system. In which of the following folders would the PNG file need to be stored on each system?

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 36**

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

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

The guest account is designed for sharing on your Mac to either share files your network or on your Mac. You can use the Guest Account to log into the Mac itself but it will delete the Home Folder when you log out. It is not designed for permanent access. Guest Account does not have a password and needs enabling/disabling in System Preferences.

#### **QUESTION 37**

Where can a user disable the automatic login of a user account?

- A. System Preferences > Users & Groups > Login Options
- B. System Preferences > Security & Privacy > General
- C. System Preferences > Security & Privacy > Privacy
- D. System Preferences > Users & Groups > Login Items

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: [https://support.apple.com/kb/PH18901?locale=en\\_US](https://support.apple.com/kb/PH18901?locale=en_US)

#### **QUESTION 38**

Adam has a MacBook Pro (Retina, 15-inch, Late 2013) that he uses for video editing and graphic design. He explains that after about an hour of use, the machine seems to operate more slowly. The issue gets worse as time goes on until he has to restart the machine. After you ask some probing questions, which of the following tools or techniques would be best to further evaluate the issue?

- A. Single-user mode

- B. Verbose mode
- C. Console
- D. Activity Monitor
- E. Disk Utility

**Correct Answer:** DE

**Section:** (none)

**Explanation**

**Explanation/Reference:**



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