Test-king.9L0-415.218.QA

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Test-King.

9L0-415

OS X Support Essentials 10.9

✡ I have just started using this study material and find them entirely flawless and relevant. Thanks a lot.

✡ Absolutely great Dump, it contains all the information that you will need. Highly recommend it.

✡ This dump does an excellent job of teaching exactly what's needed, and the 218-question practice exam is a really close approximation of what to expect on the exam.

✡ Very concise guide that gives you just what you need to know to pass the exam.

✡ I passed the test the first time using your wonderful dump! it is so comprehensive and easy to read and everything is memorable for the exam.

✡ Best ever training material, It's really helps you to maximize the exam preparation.

Sections

Exam A

QUESTION 1
On an OS X computer running Mountain Lion, changes made in the Software Update pane of System Preferences apply to ALL users of the system.

A. True
B. False

Correct Answer: A
Section: Volume A
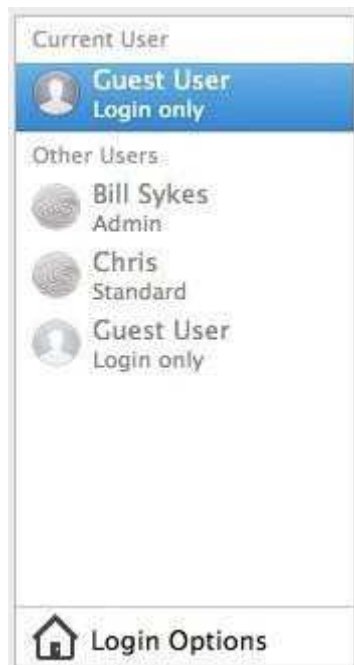**Explanation**

Explanation/Reference:
Answer is Valid.

QUESTION 2
Review the screenshot of the My Account pane of Users & 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 & 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 & Groups preferences, and then reset Bill Sykes' password.
D. Log in as Chris, open Reset Password from the Utilities folder, and then reset Bill Sykes' password.

Correct Answer: B
Section: Volume A
Explanation

Explanation/Reference:

QUESTION 3
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
Section: Volume A
Explanation

Explanation/Reference:

QUESTION 4
You are configuring an OS X Mountain Lion computer that will be located in a public space. You want anyone to be able to log in and use Safari, but you do NOT want their Safari browser history to remain on the computer after users log out. Which action will let the computer function in the desired manner?

A. Enable the Guest account for login.
B. Create a managed account with Parental Controls.
C. Create a Sharing Only account.

D. Create a Guest account.

Correct Answer: ABD
Section: Volume A
Explanation

Explanation/Reference:

QUESTION 5
You are configuring an OS X Mountain Lion computer that will be located in a public space. You want anyone to be able to log in and use Safari, but you do NOT want their Safari browser history to remain on the computer after users log out. Which action will let the computer function in the desired manner?

A. Enable the Guest account for login.
B. Create a managed account with Parental Controls.
C. Create a Sharing Only account.
D. Create a Guest account.

Correct Answer: ABD
Section: Volume A
Explanation

Explanation/Reference:

QUESTION 6
Review the screenshot of part of a Network Utility window, and then answer the question below.

Enter an internet address to lookup.

mainserver.pretendco.com (ex. 10.0.2.1 or www.example.com)

Lookup

```
Lookup has started…

Trying "mainserver.pretendco.com"
;; ->>HEADER<<- opcode: QUERY, status: NOERROR, id: 21852
;; flags: qr aa rd ra; QUERY: 1, ANSWER: 1, AUTHORITY: 1, ADDITIONAL: 0

;; QUESTION SECTION:
;mainserver.pretendco.com.   IN  ANY

;; ANSWER SECTION:
mainserver.pretendco.com. 10800 IN  A    10.1.0.1

;; AUTHORITY SECTION:
pretendco.com.       10800   IN  NS  mainserver.pretendco.com.

Received 72 bytes from 17.208.73.57#53 in 0 ms
```

Which statement accurately interprets the Network Utility Lookup results shown above?

A. A forward lookup of mainserver.pretendco.com returned the IP address 10.1.0.1.
B. A reverse lookup of mainserver.pretendco.com returned the IP address 10.1.0.1.
C. A reverse lookup of 10.1.0.1 returned the name mainserver.pretendco.com.
D. The DNS server for mainserver.pretendco.com is pretendco.com.

Correct Answer: A
Section: Volume A

Explanation

Explanation/Reference:

QUESTION 7
Review the screenshot of part of a Network Utility window, and then answer the question below. Which statement accurately interprets the Network Utility Lookup results shown above?

A. A forward lookup of mainserver.pretendco.com returned the IP address 10.1.0.1.
B. A reverse lookup of mainserver.pretendco.com returned the IP address 10.1.0.1.
C. A reverse lookup of 10.1.0.1 returned the name mainserver.pretendco.com.
D. The DNS server for mainserver.pretendco.com is pretendco.com.

Correct Answer: B
Section: Volume A
Explanation

Explanation/Reference:

QUESTION 8
In a default OS X Mountain Lion installation, which permission is assigned to the top level of each user's home folder to make it accessible to Guest users who log in locally?

A. Everyone has Read & Write access.
B. The staff group has Read & Write access.
C. The wheel group has Read only access.
D. Everyone has Read only access.

Correct Answer: D
Section: Volume A
Explanation

Explanation/Reference:

QUESTION 9
You upgrade a Snow Leopard Mac that has legacy FileVault encryption to Mountain Lion. If a user forgets his login password, how can you help him regain access to his encrypted home folder?

A. Log in to the admin user account, open Keychain Access, open the user's login keychain, and then let the user view the account password.
B. At the Login Window, enter an incorrect password three times in a row. When the "forgot your password" dialog appears, click the Arrow next to Master Password. Enter the master password, and then reset the user account password.
C. Log in to the admin user account, open Users & Groups preferences, click Reset Password, enter the admin password, and then reset the user account password.
D. At the Login Window, enter an incorrect password three times in a row. When the "forgot your password" dialog appears, click the Arrow next to Apple ID. Enter the user's Apple ID, and then reset the user account password.

Correct Answer: B
Section: Volume A
Explanation

Explanation/Reference:

QUESTION 10
On a Mac running OS X Mountain Lion, how can you display a list of installed software updates?

A. Open System Information, click System Report, and then in the sidebar under Software, click Installations.
B. Open Software Update preferences and click Installed Software.
C. Open Installer, choose Show Files from the File menu, and then in the Files section under /var/log/, select install.log.
D. Open Software Update and click Receipts.

Correct Answer: B
Section: Volume A
Explanation

Explanation/Reference:

QUESTION 11
In what order do these three OS X components load at startup?

A. 1. Firmware
   2. Booter
   3. Kernel
B. 1. Kernel
   2. Firmware

3. Booter
C. 1. Firmware
        2. Kernel
        3. Booter
D. 1. Booter
        2. Kernel
        3. Firmware

Correct Answer: A
Section: Volume A
Explanation

Explanation/Reference:

QUESTION 12
Review the screenshot of a portion of the Disk Utility application window, and then answer the question below.

Which statement best describes the selected QUESTION NO: in the screenshot above?

A. It is one of three stripes in a RAID set.
B. It is one of three hard disks in a RAID set.
C. It is one of three file systems on a partition.
D. It is one of three partitions on a hard disk.

Correct Answer: D
Section: Volume A
Explanation

Explanation/Reference:

QUESTION 13

Which of these must you know about a corporate VPN server before you can configure the VPN software on an OS X computer to access the corporate network?

A. If the corporate VPN server supports DNSSEC
B. If the corporate VPN server supports PPPoE
C. If the corporate VPN server supports PPTP, L2TP over IPSec, or Cisco IPSec
D. If network protocols will be encapsulated by the corporate VPN server

Correct Answer: C
Section: Volume A
Explanation

Explanation/Reference:

QUESTION 14
Which process will let you start up a Mac in target disk mode?

A. Hold down the S key on the keyboard while the Mac starts up, then enter the command reboot -target.
B. Open the Startup Disk preferences, click Target Disk Mode, and then click Restart.
C. Start up from the OS X Recovery partition, choose Target Disk Mode from the Startup Disk menu, and restart the Mac.
D. Hold down the Option key on the keyboard as the Mac starts up, until a dialog appears, then select Target Disk Mode from the dialog.

Correct Answer: B
Section: Volume A
Explanation

Explanation/Reference:

QUESTION 15
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

Section: Volume A
Explanation

Explanation/Reference:

QUESTION 16
An OS X Mountain Lion computer is connected to both an Ethernet and a Wi-Fi network. How can you specify which interface the Mac will use to access the Internet?

A. Use Internet Connect to select the preferred interface, and disable the other interface(s).
B. Enter a DNS configuration for the preferred interface, and delete the DNS configuration for the other interface(s).
C. Assign a public IP address to the preferred interface, and a private IP address to the other interface(s).
D. Use the Set Service Order action to move the preferred interface to the top of the Service Order list.
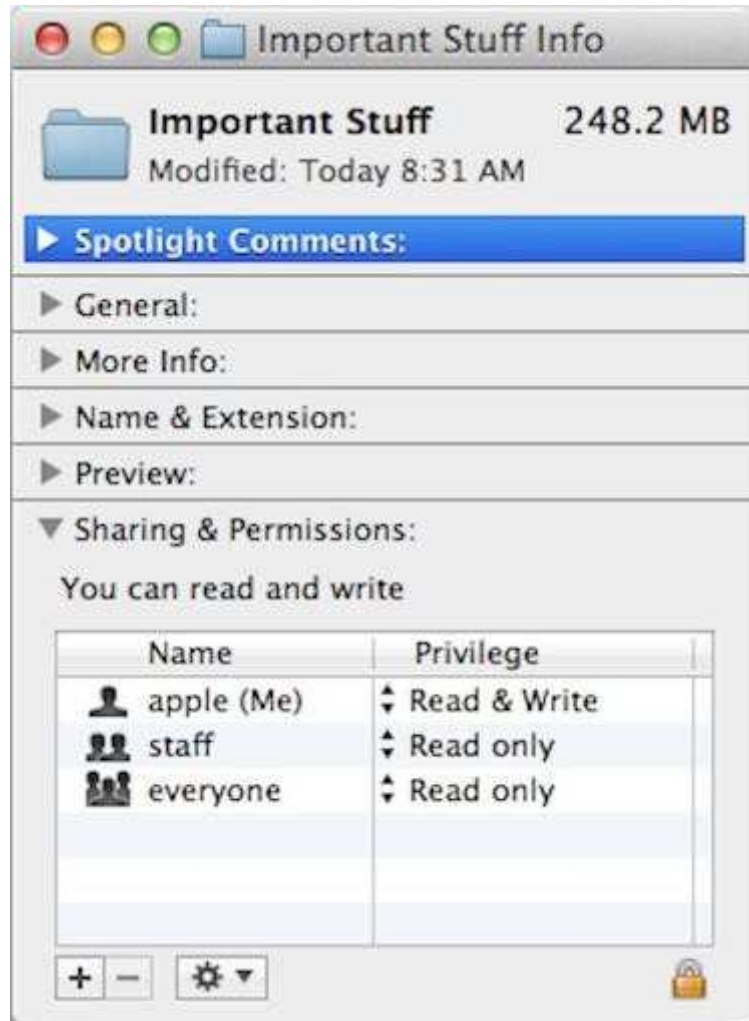
Correct Answer: D
Section: Volume A
Explanation

Explanation/Reference:

QUESTION 17
Review the screenshot, and then answer the question below.

If you change the folder privilege for "everyone" to Read & Write, Finder, by default, will change the permissions of items inside the folder to match.

A. True
B. False

Correct Answer: B

Section: Volume A
Explanation

Explanation/Reference:

QUESTION 18
When a user logs in, which task is NOT performed by the user's loginwindow or launchd processes?

A. Configure input device and system settings according to System Preferences.
B. Launch items in /Library/LaunchDaemons.
C. Launch Login Items specified in Users & Groups preferences.
D. Launch Dock and Finder.

Correct Answer: B
Section: Volume A
Explanation

Explanation/Reference:

QUESTION 19
You started up a Mac from its OS X Recovery partition to complete a task. When you restarted, the Mac started up from the OS X Recovery partition again. How can you configure it to start up from a different volume?

A. Choose Disk Utility from the Apple menu, and select a startup volume.
B. Choose Startup Disk from the Apple menu, and select a startup volume.
C. Choose Startup Disk in the OS X Utilities window, and select a startup volume.
D. Choose Terminal from the Utilities menu, type startupdisk -[volume name] and press Return.

Correct Answer: B
Section: Volume A

Explanation

Explanation/Reference:

QUESTION 20
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: B
Section: Volume A
Explanation

Explanation/Reference:

QUESTION 21
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
Section: Volume A
Explanation

Explanation/Reference:

QUESTION 22
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
Section: Volume A
Explanation

Explanation/Reference:

QUESTION 23
How can you find out which application the Finder will use to open a specific document?

A. Select the document icon in the Finder, choose Get Info from the File menu, and click the disclosure triangle next to
    "Open with" in the Info window to reveal the selected application in the pop-up menu.
B. Select the document icon in the Finder, and choose Show Default Application from the File menu.
C. Control-click the document icon in the Finder, and choose Show Application from the shortcut menu.
D. Select the document icon in the Finder, choose Show Inspector from the File menu, click Application Bindings in the Inspector window, and scroll to locate the
    selected application in the pop-up menu.

Correct Answer: A
Section: Volume A
Explanation

Explanation/Reference:

QUESTION 24
You can configure Time Machine to delete versions of files as soon as they reach a specified age.

A. True
B. False

Correct Answer: B
Section: Volume A
Explanation

Explanation/Reference:

QUESTION 25
How does OS X Mountain Lion handle third-party, 32-bit kernel extensions (KEXTs)?

A. It ignores them.
B. It prompts the user with an option to convert them to 64-bit.
C. It moves them to /Library/Extensions/Disabled/.
D. It runs them in compatibility mode.

Correct Answer: B
Section: Volume A
Explanation

Explanation/Reference:

QUESTION 26
The function of journaling in the Mac OS Extended (Journaled) file system is to _____.

A. protect volume structure integrity in cases of unexpected shutdown
B. provide a backup of user files
C. provide support for resource forks, extended attributes, and metadata
D. provide support for Spotlight searches

Correct Answer: A
Section: Volume A
Explanation

Explanation/Reference:

QUESTION 27
How can you display the contents of a hidden folder on a mounted volume in Finder?

A. From the Go menu, choose "Go to Folder," enter the path to the hidden folder, and click Go.
B. From the View menu, choose "Show hidden items."
C. From the Finder menu, choose Preferences, and select "Show hidden items."
D. Select the volume icon and choose "Show hidden items" from the Action menu.

Correct Answer: A
Section: Volume A
Explanation

Explanation/Reference:

QUESTION 28
Which utility is on the OS X Recovery partition?

A. Boot Camp Assistant
B. Console
C. Firmware Password Utility
D. Activity Monitor

Correct Answer: C
Section: Volume A
Explanation

Explanation/Reference:

QUESTION 29
When a user opens an application, in what order does OS X Mountain Lion search the three Library folders in the local file system for resources that the application needs to access, such as fonts?

A. 1. ~/Library/
    2. /Library/
    3. /System/Library/
B. 1. /Library/
    2. ~/Library/
    3. /System/Library/
C. 1. ~/Library/
    2. /System/Library/
    3. /Library/
D. 1. /Library/
    2. /System/Library/
    3. ~/Library/

Correct Answer: A
Section: Volume A
Explanation

Explanation/Reference:

QUESTION 30
What is the role of the launchd process in the startup of an OS X Mountain Lion computer?

A. The kernel starts launchd, then launchd starts all the other processes involved in startup.
B. The init process starts launchd, then launchd starts the items stored in the StartupItems folder.
C. launchd starts the init process, then init starts all the other processes involved in startup.
D. The init process starts launchd, then launchd starts the scripts stored in /etc/chron/.

Correct Answer: A
Section: Volume A
Explanation

Explanation/Reference:

QUESTION 31
If you use the Get Info window to change Sharing & Permissions settings on a file or folder, Finder preserves and can revert to the previous settings until the window is closed.

A. True
B. False

Correct Answer: A
Section: Volume A

Explanation

Explanation/Reference:

QUESTION 32
If you did not store the recovery key with Apple, and you lose the FileVault-enabled account passwords AND the recovery key, there is no way to recover user data on a FileVault-encrypted volume.

A. True
B. False

Correct Answer: A
Section: Volume A
Explanation

Explanation/Reference:

QUESTION 33
HOTSPOT
In the screenshot below, click the icon of the OS X Mountain Lion System Preferences pane where you can disable the feature that restores windows when apps are reopened.

A.

B.

C.

D.

Correct Answer:
Section: Volume A
Explanation

Explanation/Reference:

Answer: <map><m x1="30" x2="89" y1="86" y2="143" ss="0" a="0" /></map>

QUESTION 34
Why might you prefer to shut down and then start up a Mac you are troubleshooting, rather than simply selecting Restart from the Apple menu?

A. Because OS X loads a clean user session on startup only after a shutdown.
B. Because OS X archives errors from the session to the log only during a shutdown.
C. Because OS X performs disk checks on startup only after a shutdown.
D. Because the Mac does a full POST on startup only after a shutdown.

Correct Answer: D
Section: Volume A
Explanation

Explanation/Reference:

QUESTION 35
You have configured several network locations on your OS X Mountain Lion computer. How can you change from one location to another?

A. In Network preferences, click Advanced, click Manage Locations, and then select a network location.
B. Choose a network location from the Network Locations Input menu on the right side of the Finder menu bar.
C. Choose Location from the Apple menu, and then choose a network location from the submenu.
D. In Network preferences, choose Manage Locations from the Action pop-up menu below the Interfaces list, and select a network location.

Correct Answer: D
Section: Volume A
Explanation

Explanation/Reference:

QUESTION 36
Which IP address could a Mac assign to itself if no DHCP services were available on the network?

A. 192.168.100.100
B. 169.254.100.100
C. 172.16.100.100
D. 127.0.0.1

Correct Answer: B
Section: Volume A
Explanation

Explanation/Reference:

QUESTION 37

Which folder contains items that instruct the launchd process what to launch during OS X Mountain Lion startup?

A. /System/Library/LaunchDaemons/
B. /var/run/launchd/
C. /etc/launchd/
D. /Library/Extensions/

Correct Answer: A
Section: Volume A
Explanation

Explanation/Reference:

QUESTION 38
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 & Extension, deselect the option "Hide extension," and click Change All.

Correct Answer: A
Section: Volume A
Explanation

Explanation/Reference:

QUESTION 39
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 & Extension, deselect the option "Hide extension," and click Change All.

Correct Answer: A
Section: Volume A
Explanation

Explanation/Reference:

QUESTION 40
Which steps will let you retrieve a file from a Time Machine backup on an external hard disk connected to your Mac?

A. Open Time Machine, use the timeline to reach the appropriate date and time, select the file, and click Restore.
B. In the Finder enter a search term in the Spotlight search field, click the Add (+) button to add a search criterion, and choose Search Time Machine, then use the timeline to reach the appropriate date and time, select the file, and click Restore.
C. Open System Preferences, click the Time Machine icon, click Retrieve, use the timeline to reach the appropriate date and time, select the file, and click Restore.
D. Control-click the icon of the folder in which you want the restored file to appear, open Time Machine from the shortcut menu, choose Restore from the Time Machine menu, use the timeline to reach the appropriate date and time, select the file, and click Restore.

Correct Answer: A
Section: Volume A
Explanation

Explanation/Reference:

QUESTION 41
Review the screenshots of a Mac computer's Network pane, and then answer the question below.
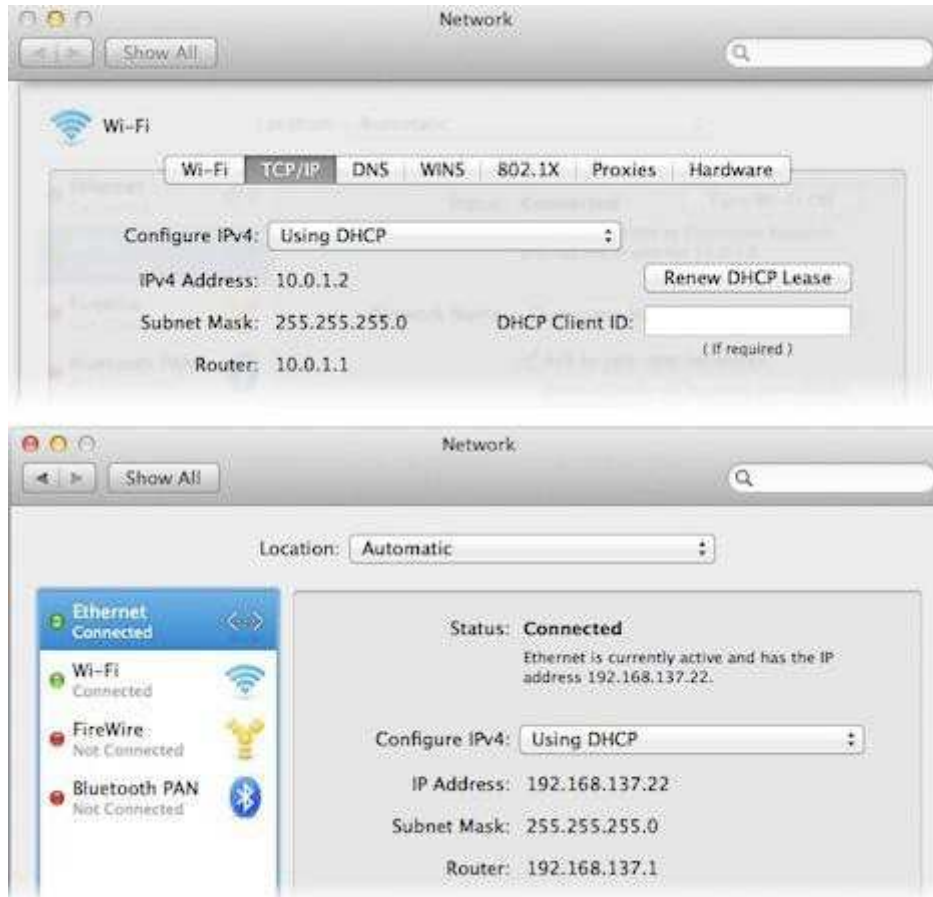
If a Mac with the network configuration shown above needs to initiate a connection to a server at address 17.20.8.9, which interface will it use to do so?

A. Neither interface: this computer cannot communicate with the server at 17.20.8.9.
B. Wi-Fi
C. Either interface may be used, based on automatic routing.
D. Ethernet

Correct Answer: C
Section: Volume A

Explanation

Explanation/Reference:

QUESTION 42
Using the Parental Controls preferences, which restriction can you impose on an account?

A. Restrict the account to sending emails only to defined email addresses.
B. Restrict the account to a defined set of the services available from the Sharing pane of System Preferences.
C. Restrict the account to a defined amount of disk space for the home folder.
D. Restrict the account to downloading only specified file types, such as text or audio files, from the Internet.

Correct Answer: A
Section: Volume A
Explanation

Explanation/Reference:

QUESTION 43
Review the screenshot, and then answer the question below.

While starting up an Intel-based Mac, you see the screen shown above. What does it mean?

A. The folder that holds all the user home folders cannot be located or accessed.
B. The computer's firmware cannot locate a valid booter file.
C. An invalid startup keyboard shortcut is being pressed.
D. The booter is unable to load a valid kernel.

Correct Answer: D
Section: Volume A
Explanation

Explanation/Reference:

QUESTION 44
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
Section: Volume A
Explanation

Explanation/Reference:

QUESTION 45
How do you reset the printing system in OS X Mountain Lion?

A. Open the Print & Scan pane of System Preferences, and delete all of the printers in the Printers list.
B. Navigate to /Library/Printers/ in the Finder, select all items, and move them to the Trash.
C. Open Printer Setup Utility and choose Reset Printing System from the Printer Setup Utility menu.
D. Open the Print & Scan preferences, Control-click in the Printers list, and choose Reset printing system from the shortcut menu.

Correct Answer: D
Section: Volume A
Explanation

Explanation/Reference:

QUESTION 46
In OS X, which is a valid method to reset permissions and ACLs on a home folder to their default settings?

A. Start the computer from the OS X Recovery partition, open Terminal from the Utilities menu, enter resetpassword at the prompt, select the system volume and the user account, and click Reset.
B. Open Disk Utility from the Utilities folder on the startup volume, select the volume with the home folder, and click Repair Permissions.
C. Select the user home folder in the Finder, choose Get Info, choose Reset Permissions from the action pop-up menu, and authenticate as the user.
D. Start the computer from the OS X Recovery partition, select Password Reset from the OS X Utilities window, select the system volume and the user account, and click Reset.

Correct Answer: A
Section: Volume A
Explanation

Explanation/Reference:

QUESTION 47
You want to manage configuration profiles on a Mac that has Mountain Lion installed, but the Profiles preferences icon is NOT present in the System Preferences window. What is a likely explanation?

A. There are no profiles installed on the Mac.
B. Profiles have been disabled in the Security & Privacy pane of the Mac.
C. The Mac is not enrolled with Profile Manager.
D. You are not logged in as an administrator user.

Correct Answer: A
Section: Volume A
Explanation

Explanation/Reference:

QUESTION 48
You are unable to connect to a web server from your OS X Mountain Lion computer. How can traceroute help you troubleshoot this issue?

A. Traceroute can determine if the web server is configured correctly.
B. Traceroute can determine if the DNS server is configured correctly.
C. Traceroute can determine if the server that the web service is running on has a firewall.
D. Traceroute can determine if each of the reachable routers between your computer and the web server are responsive.

Correct Answer: D
Section: Volume A
Explanation

Explanation/Reference:

QUESTION 49
Review the screenshot and answer the question below.

You downloaded an app using Safari. When you try to open the app, you see the message shown above. What is a possible explanation?

A. The sandbox into which the app was downloaded by the quarantine system has become corrupted.
B. The certificate needed to decrypt this app cannot be found in the keychain.
C. Gatekeeper has recognized that the app was altered after it was signed.
D. The app was signed using a certificate from an unknown authority.

Correct Answer: D
Section: Volume A
Explanation

Explanation/Reference:

QUESTION 50
Which statement best describes how Time Machine stores files from an OS X Mountain Lion computer, when backing up to a directlyconnected FireWire hard disk drive?

A. Each file is saved to the external hard disk once. Files that do not change between backups are represented by hard links to save space.
B. Each file is saved to the external hard disk once. Files that do not change between backups are represented by symbolic links to save space.

C. Each file is saved to the external hard disk once. File changes are stored in a database on the external hard disk.

D. Each file is rewritten to the external hard disk during each backup.

Correct Answer: A
Section: Volume A
Explanation

Explanation/Reference:

QUESTION 51
How do you start up an OS X Mountain Lion computer in single-user mode?

A. Hold down Shift-Option while the computer restarts.

B. Hold down Command-S while the computer restarts.

C. Start up from the Mountain Lion Recovery system partition, and enter the command reboot -single in Terminal.

D. Select Single-User Mode in the Startup Disk pane of System Preferences and restart the computer.

Correct Answer: B
Section: Volume A
Explanation

Explanation/Reference:

QUESTION 52
For the Messages app to initiate a screen sharing session between two OS X computers, screen sharing must be enabled in the Sharing preferences on at least one of the two computers.

A. True

B. False

Correct Answer: B
Section: Volume A
Explanation

Explanation/Reference:

QUESTION 53
In OS X Mountain Lion, which TWO types of file service hosts can you browse in the Network folder? (Select 2)

A. WebDAV
B. FTP
C. DFS
D. SMB
E. AFP

Correct Answer: DE
Section: Volume A
Explanation

Explanation/Reference:

QUESTION 54
In OS X Mountain Lion, which TWO types of file service hosts can you browse in the Network folder? (Select 2)

A. WebDAV
B. FTP
C. DFS
D. SMB
E. AFP

Correct Answer: DE
Section: Volume A
Explanation

Explanation/Reference:

QUESTION 55
What is a valid reason to start up a Mac in verbose mode?

A. To view the startup process details
B. To present a command-line login
C. To display hints for the recovery key for a FileVault 2 volume

D. To display the firmware password

Correct Answer: A
Section: Volume A
Explanation

Explanation/Reference:

QUESTION 56
When an OS X computer starts up and a standard user logs in, in what order do the three components below launch?

A. 1. login items
    2. launch agents
    3. launch daemons
B. 1. launch agents
    2. login items
    3. launch daemons
C. 1. launch daemons
    2. launch agents
    3. login items
D. 1. launch daemons
    2. login items
    3. launch agents

Correct Answer: D
Section: Volume A
Explanation

Explanation/Reference:

QUESTION 57
In a default OS X configuration, you want to change the way that Finder handles ZIP archives.
Where can you make that change?

A. Disk Utility Preferences
B. System Preferences
C. Archive Utility Preferences

D. Finder Preferences

Correct Answer: C
Section: Volume A
Explanation

Explanation/Reference:

QUESTION 58
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
Section: Volume A
Explanation

Explanation/Reference:

QUESTION 59
Review the screenshot from FileVault preferences, and then answer the question below.

If you click Enable User for the Logan White account, what is the effect?

A. FileVault 2 is enabled immediately for the Logan White account, and FileVault begins encrypting the Logan White home folder.
B. You are prompted immediately to enter the login password for the Logan White account, after which, Logan White will be able to unlock and decrypt the system disk, and restart the computer.
C. You are prompted immediately to enter an administrator password, after which, the user of the Logan White account will be able to unlock and decrypt the system disk, and restart the computer.
D. At next login, the user of the Logan White account will be prompted to enter the login password, after which, the user will be able to unlock and decrypt the system disk, and restart the computer.

Correct Answer: C
Section: Volume A
Explanation

Explanation/Reference:

QUESTION 60
When a user chooses Shut Down from the Apple menu, what process quits all of the user's open applications and tells the kernel to power down the computer?

A. init
B. launchd
C. loginwindow
D. kernel_task

Correct Answer: C
Section: Volume A
Explanation

Explanation/Reference:

QUESTION 61
How do you identify the ownership and permissions of a file or folder in the Finder?

A. A Service Set Identifier, or SSID, is used to identify a Wi-Fi network name and associated configuration.
B. Standard UNIX file system permissions allow only for permissions to be set for one owner, one group, and all others. ACLs, on the other hand, allow for an essentially unlimited list of permissions entries.
C. An item's ownership and permissions can be identified using the Info or Inspector windows in the Finder.
D. A user's home folder permissions can be reset from the Reset Password application on OS X Recovery.

Correct Answer: C
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 62
Code-signed items include a digital signature that the system can use to verify the authenticity and integrity of the application or process and its resources.

A. What are account attributes?
B. What does OS X use bundles or packages for?
C. What are the advantages of code signing?
D. Which applications can manage document locking?

Correct Answer: C
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 63
What OS X application is set as the default for opening archive files?

A. By default on OS X, opens Archive Utility, the default application for opening zip archive files. Archive Utility, expands the contents of the zip archive next to the same location as the original zip archive.
B. The default folders in a user's home folder are Desktop, Documents, Downloads, Library (hidden), Movies, Music, Pictures, and Public. Optional home folder items include Applications and Sites folders.
C. The four erase options in Disk Utility are:
   Fastest, which simply replaces the volume's directory structure A second choice, which provides good security by writing zeros on top of all the previous disk data
   A third choice, which provides even better security by writing three separate passes of information on top of the previous disk data
   Most Secure, which provides the best security by writing seven separate passes of information on top of the previous disk data
D. You can choose to ignore ownership on any non system volume. This will ignore any ownership rules and grant any logged-on user unlimited access to the contents of the volume. It's a potential security risk because it will allow any local user account to have full access to the volume, even if that user didn't originally mount the volume.

Correct Answer: A

Explanation/Reference:

QUESTION 64
A Safe Boot performs the following permanent actions: attempting to repair the system volume structure, deleting system KEXT caches, and deleting font caches.

A. How can you acquire the OS X Mavericks installer?
B. Where are the keychain files stored?
C. Which changes are made when OS X Safe Boots?
D. What does the master password do?

Correct Answer: C
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 65
If a network device needs to send data to another network device on the same LAN, it addresses the outgoing packets based on the destination device's MAC address.

A. How does the IP use the MAC address to send messages between computers on a local area network (LAN)?
B. How do the four default System Preferences categories differ?
C. How does the keychain system help protect your information?
D. How can you verify that DNS host name resolution is working?

Correct Answer: A
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 66
What are PPD files responsible for?

A. PostScript Printer Description (PPD) files are printer driver files that instruct the CUPS system on how to communicate with specific printer models.

B. If a client sharing service is compromised, an unauthorized user can control your Mac and execute unwanted applications or processes.

C. The Finder hides traditional UNIX resources from average users because they don't need to have access to those items. If users need access to these UNIX items, they can access them from Terminal.

D. Common UNIX Printing System (CUPS) manages all printing for OS X, including both local and shared printing.

Correct Answer: A
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 67
How can you encrypt a disk without losing its contents?

A. The Archive option in the Finder creates compressed zip archive files.

B. From the Finder, you can encrypt a disk without losing its contents by secondary (or Control-) clicking the disk and then choosing Encrypt from the shortcut menu.

C. Though Spotlight indexes file and folder permissions, it allows other users to search the contents of locally attached nonsystem volumes when ownership is ignored on those volumes.

D. From the "Connect to Server" dialog in the Finder, you can connect to:
· Apple File Protocol (AFP)
· Server Message Blocks/Common Internet File System (SMB/CIFS) · SMB2
· Network File System (NFS)
· Web-based Distributed Authoring and Versioning (WebDAV) · File Transfer Protocol (FTP) network file services

Correct Answer: B
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 68
Internet Accounts preference is the primary interface in OS X for configuring built-in network applications.

A. What options can you select from during the OS X Mavericks installation?

B. What's a profile? How are profiles managed?

C. What's used to identify a Wi-Fi network?

D. What's the primary interface for configuring network service applications?

Correct Answer: D
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 69
The system version, build number, and hardware serial number are located in the About This Mac dialog or the login screen. The system version number defines the specific version of OS X currently installed. The system build number is an even more specific identifier used primarily by developers. Finally, the hardware serial number is a unique number used to identify your specific Mac.

A. How can you reset a user's home folder permissions?

B. What are the system requirements for using FileVault 2?

C. Where can you locate the system version number, build number, and serial number? What's the significance of these numbers?

D. How can you acquire the OS X Mavericks installer?

Correct Answer: C
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 70

How does IPv4 addressing differ from IPv6 addressing?

A. Most common IP addresses and subnet masks share the same IPv4 formatting. An IPv4 address is a 32-bit number represented in four groups of three-digit numbers, known as octets, separated by periods. Each octet has a value between 0 and 255. An IPv6 address is a 128-bit number that's presented in eight groups of four-digit hexadecimal numbers separated by colons.
This allows for a huge range of addresses, and as a result IPv6 addressing essentially includes subnet information.

B. If a network device needs to send data to another network device on the same LAN, it addresses the outgoing packets based on the destination device's MAC address.

C. In Network preferences, all network service interfaces with a green status indicator are being used for network activities. However, again, all network traffic that isn't better handled via a local connection is sent to the primary network service interface. The primary network service interface is the top most active interface in the listing.

D. OS X sharing services include DVD or CD sharing, Screen Sharing, File Sharing, Printer Sharing, Scanner Sharing, Remote Login, Remote Management (ARD), Apple Events, Internet Sharing, and Bluetooth Sharing.

Correct Answer: A
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 71
What steps should you use when troubleshooting application issues?

A. The optional firewall settings let you control whether signed applications are automatically allowed through the firewall, control the list of allowed (or denied) applications, and enable stealth mode (which means your Mac won't respond to any unsolicited connections).

B. The four system resource domains are:
· User, containing applications and system resources specific to each user account · Local, containing applications and system resources available to all users on the local Mac · Network (optional), containing applications and system resources available to any Mac that has an automated network share
· System, containing applications and system resources required to provide basic system functionality

C. General application troubleshooting steps include restarting the application, trying another known working document, trying another user account, checking log files, deleting cache files, replacing preference files, and replacing application resources.

D. Gatekeeper can restrict software to Mac App Store applications only, or Mac App Store and identified developer applications only (this is the default option), or any application regardless of origin.

Correct Answer: C
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 72
What are some privacy and security concerns with the Spotlight service?

A. The Spotlight search service creates index databases of file system metadata so that it can perform normally time intensive searches nearly instantly. File system tags can be found in the Finder sidebar, Spotlight search, and any open or save document dialogs.
B. When fast user switching is enabled, all users are allowed to see other users' locally connected disks.
C. A user's home folder permissions can be reset from the Reset Password application on OS X Recovery.
D. Though Spotlight indexes file and folder permissions, it allows other users to search the contents of locally attached nonsystem volumes when ownership is ignored on those volumes.

Correct Answer: D
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 73
The Archive option in the Finder creates compressed zip archive files.

A. What type of items can be found in a keychain?
B. What types of files are omitted from Time Machine backups?
C. What type of file is created by the Finder when you select the Archive option?
D. What four methods can be used to restore from a Time Machine backup?

Correct Answer: C
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 74
The local hidden OS X Recovery HD doesn't include the OS X installation assets. So reinstalling OS X Mavericks from here requires high-speed Internet access and the ability to verify access to the installation assets. Upgraded Mac systems are verified by entering the Apple ID used to purchase OS X Mavericks. Verification is automatic for Mac systems that included OS X Mavericks when purchased new.

A. What role does the system launched process serve during system startup?
B. What two methods are used to hide items from the Finder?
C. What two resources does the local hidden OS X Recovery HD need to reinstall OS X Mavericks?
D. What three methods can be used to uninstall applications?

Correct Answer: C
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 75
What security risk related to storage can occur when fast user switching is enabled?

A. When a user changes his own account password, the system will keep his login keychain password in sync.
B. When fast user switching is enabled, all users are allowed to see other users' locally connected disks.
C. The Archive option in the Finder creates compressed zip archive files.
D. The Finder hides traditional UNIX resources from average users because they don't need to have access to those items. If users need access to these UNIX items, they can access them from Terminal.

Correct Answer: B
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 76
In Network preferences, all network service interfaces with a green status indicator are being used for network activities. However, again, all network traffic that isn't better handled via a local connection is sent to the primary network service interface. The primary network service interface is the top most active interface in the listing.

A. How can an OS X system automatically connect to a Wi-Fi network?
B. Which five network file services can you connect to from the Finder's Connect to Server dialog?
C. In Network preferences, how can you tell which interface is currently being used for network activities?
D. How can you verify basic connectivity to another network host?

Correct Answer: C

QUESTION 77
How can you identify which applications are installed on your Mac?

A. Three ways to forcibly quit an application from the graphical interface are from the Force Quit Application dialog accessed from the Apple menu; from the Dock application shortcut menu accessed by Control-clicking or right-clicking the application's icon; or from the /Applications/Utilities/ Activity Monitor application.
B. You can use the System Information application to easily scan all the appropriate application locations and return a list of installed applications.
C. The Activity Monitor application is used to monitor open processes and applications.
D. Disk Utility is the primary application for creating and managing disk images.

QUESTION 78
How do ACLs differ from standard UNIX file system permissions?

A. An item's ownership and permissions can be identified using the Info or Inspector windows in the Finder.
B. Standard UNIX file system permissions allow only for permissions to be set for one owner, one group, and all others. ACLs, on the other hand, allow for an essentially unlimited list of permissions entries.
C. The Disk Utility Repair Permissions feature repairs only the ownership and permissions for items installed by Apple. However, this may resolve issues with third-party products.
D. You can use the System Information application to easily scan all the appropriate application locations and return a list of installed applications.

QUESTION 79
How can you ensure that previously deleted items are securely erased?

A. The Finder hides traditional UNIX resources from average users because they don't need to have access to those items. If users need access to these UNIX items, they can access them from Terminal.
B. The four erase options in Disk Utility are:
· Fastest, which simply replaces the volume's directory structure · A second choice, which provides good security by writing zeros on top of all the previous disk data
· A third choice, which provides even better security by writing three separate passes of information on top of the previous disk data
· Most Secure, which provides the best security by writing seven separate passes of information on top of the previous disk data
C. The master password is used to reset local account passwords.
D. From the Erase tab in Disk Utility, you can choose to securely erase the free space of a disk or volume. This securely erases any previously deleted files on the selected disk or volume

Correct Answer: D
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 80
How can you identify duplicate fonts?

A. The OS X Mavericks installer can be downloaded from the Mac App Store for free.
B. The Messages application allows for on-demand screen sharing that can be used even when the system screen sharing service isn't enabled.
C. The Font Book application shows a small dot next to the name of any font that has duplicate resources.
D. The four methods used to eject a volume or disk from the Finder are:
· Drag the disk icon to the Trash in the Dock.
· Press and hold the Eject key for a few moments to unmount and eject optical media.
· Select the volume you want to eject and choose Eject from the File menu.
· In the Finder sidebar, click the small Eject button next to the volume you want to unmount and eject.

Correct Answer: C
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 81
A user's home folder permissions can be reset from the Reset Password application on OS X Recovery.

A. How can you reset a user's home folder permissions?
B. How can you limit the use of Location Services?
C. How can you verify basic connectivity to another network host?
D. How can you identify duplicate fonts?

Correct Answer: A
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 82
What are the system requirements for using FileVault 2?

A. The four methods used to eject a volume or disk from the Finder are:
   · Drag the disk icon to the Trash in the Dock.
   · Press and hold the Eject key for a few moments to unmount and eject optical media.
   · Select the volume you want to eject and choose Eject from the File menu.
   · In the Finder sidebar, click the small Eject button next to the volume you want to unmount and eject.
B. To enable FileVault 2, OS X systems must have the hidden OS X Recovery HD volume on the system disk. Further, any Legacy FileVault accounts must be decrypted and returned to normal accounts before FileVault 2 can be enabled.
C. The system version, build number, and hardware serial number are located in the About This Mac dialog or the login screen. The system version number defines the specific version of OS X currently installed. The system build number is an even more specific identifier used primarily by developers. Finally, the hardware serial number is a unique number used to identify your specific Mac.
D. Code-signed items include a digital signature that the system can use to verify the authenticity and integrity of the application or process and its resources.

Correct Answer: B
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 83
Additional Apple devices must be authorized to use the iCloud Keychain service using a combination of the Apple ID password and another method. One method involves using an iCloud Security Code; the other method is to authorize access from another Apple device that has already been configured for the iCloud

Keychain service.

A. What's a profile? How are profiles managed?
B. What's a network location? Who can access network locations?
C. What's required to set up the iCloud Keychain service on multiple Apple devices?
D. What's the best source for acquiring printer drivers for OS X?

Correct Answer: C
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 84
If an issue disappears when a Safe Boot is successful, you must find and remove the third-party startup resource that caused the issue. The best way to isolate the problem is to start up the Mac in Verbose mode and then observe where the startup process fails. Verbose mode is initiated by holding down Command-V during system startup.

A. Which changes are made when OS X Safe Boots?
B. What backup destination disks does Time Machine support?
C. How do network devices acquire and use self-assigned TCP/IP addresses?
D. How do you further resolve an issue that disappears when the Mac successfully safe-boots?

Correct Answer: D
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 85
Why does the Finder hide certain folders at the root of the system volume?

A. The Disk Utility Verify and Repair feature is used to verify or repair the partition scheme and directory structure of a volume. These elements contain the information used to locate files and folders on the volume.
B. The Finder populates the Network folder using information provided by the dynamic network services discovery protocols. Computers providing services appear as resources inside the Network folder, and service discovery zones or workgroups appear as folders. Any currently connected servers also appear in the Network folder.

C. The firmware initializes the Mac computer's hardware and locates the booter file on a system volume. The Power-On Self-Test (POST) checks for basic hardware functionality when the Mac powers on.

D. The Finder hides traditional UNIX resources from average users because they don't need to have access to those items. If users need access to these UNIX items, they can access them from Terminal.

Correct Answer: D
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 86
Any item downloaded using one of the built-in OS X applications will be marked for quarantine. Third-party applications may not mark downloaded items for quarantine.

A. Which items fall under the file quarantine system?
B. Which keyboard shortcut is used to Safe Boot OS X?
C. What happens during user logout?
D. Which sharing services can OS X provide?

Correct Answer: A
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 87
Where are the keychain files stored?

A. A Safe Boot performs the following permanent actions: attempting to repair the system volume structure, deleting system KEXT caches, and deleting font caches.
B. The master password is used to reset local account passwords.
C. Each user starts with a login keychain saved at /Users/<username>/Library/Keychain/ login.keychain and a Local Items/iCloud keychain saved in the /Users/<username>/Library/Keychains/<UUID> folder.
Administrative users can manage systemwide authentication assets with the /Library/Keychain/System.keychain. Finally, Apple maintains several items in / System/Library/Keychains/ for OS X system use.
D. Spotlight metadata index databases are stored at the root of every volume in a /.Spotlight- V100 folder. However, a Legacy FileVault user's database is stored in

his encrypted home folder.
And the Mail application maintains its own database in each user's home folder at ~/Library/Mail/V2/MailData/Envelope Index. Spotlight plug-ins can be located in any of the Library folders in a folder named Spotlight.

Correct Answer: C
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 88
What are the two primary traditional installation methods in OS X?

A. The Archive option in the Finder creates compressed zip archive files.
B. Metadata is information stored outside of a file or folder. It provides additional information about files and folders. Examples include: file flags, extended file attributes, and permissions.
C. The diagnostic reporting feature automatically creates a diagnostic report log any time an application crashes or hangs. The diagnostic report log can be viewed immediately, reported to Apple via the Internet, or viewed later in the /Applications/Utilities/Console application.
D. Traditional installation methods are generally categorized as either a drag-and-drop installation, where the user simply copies the application to the local system; or as an installation package, where an installer process places the items on the local system.

Correct Answer: D
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 89
After initial OS X setup, iCloud settings can be managed from iCloud or Internet Accounts preferences.

A. What's the easiest method in OS X to configure VPN settings?
B. Aside from initial OS X configuration, where can you manage iCloud settings?
C. Which OS X application is responsible for the creation and management of disk images?
D. What key features do you gain by setting up iCloud?

Correct Answer: B
Section: Volume B

Explanation

Explanation/Reference:
Answer is Renovated.

QUESTION 90
A standard user can connect to any non-WPA Enterprise Wi-Fi network via the Wi-Fi status menu. Because the system Keychain must be modified for WPA Enterprise connections, only an administrative user can establish these types of connections.

A. What's the easiest method in OS X to configure VPN settings?
B. Through what mechanism can a standard user configure Wi-Fi settings?
C. Which applications can manage document locking?
D. How can you limit the use of Location Services?

Correct Answer: B
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 91
How does the keychain system help protect your information?

A. Time Machine always ignores temporary files, Spotlight indexes, items in the Trash, log files, and anything else that can be considered a cache. Time Machine also ignores any files an application has defined as exempt, or any files you have defined as exempt in Time Machine preferences.
B. When fast user switching is enabled, all users are allowed to see other users' locally connected disks.
C. The keychain system manages encrypted files that are used to securely save your items. By default, every user has login and Local Items keychains that use the same password as his account. Not even other administrative users can access your keychain secrets without knowing the keychain's password.
D. By default, system files and security updates are automatically installed when available.

Correct Answer: C
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 92
Key chains are used to store secrets such as resource passwords, digital certificates, and encryption keys. The keychain system can also securely store Safari

AutoFill information, Internet Account settings, and secure text notes.

A. What type of items can be found in a keychain?
B. How does file system journaling work?
C. What are the advantages of code signing?
D. What does OS X use bundles or packages for?

Correct Answer: A
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 93
What three security options does the Gatekeeper system allow? Which Gatekeeper option is the OS X default?

A. Any item downloaded using one of the built-in OS X applications will be marked for quarantine. Third-party applications may not mark downloaded items for quarantine.
B. Gatekeeper can restrict software to Mac App Store applications only, or Mac App Store and identified developer applications only (this is the default option), or any application regardless of origin.
C. A device driver is software specially designed to facilitate the communication between OS X and a peripheral. Device drivers can be kernel extensions, framework plug-ins, or standalone applications.
D. You can prevent automatic updates for all users by disabling the options in App Store preferences. You can further restrict a user's ability to use the Mac App Store by configuring Parental Controls for the user's account.

Correct Answer: B
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 94
What can you enable to locate a lost Mac system?

A. The master password is used to reset local account passwords.
B. Using the Finder Info window you can force an application to open in 32-bit mode. This step is necessary for a 64-bit application to support older 32-bit plug-ins or application resources.

C. To automatically connect a file share when the user logs in to the system, drag the share from the Finder to the user's login items in Users & Groups preferences. Or you can drag the share to the right side of the user's Dock, and it will automatically connect when the user clicks the share's icon in the Dock.
D. iCloud Find My Mac allows you to remotely locate a lost Mac system. You enable this feature in iCloud preferences. To locate a lost Mac system, you can use the iCloud website or the Find My iPhone app on an iOS device.

Correct Answer: D
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 95
What's used to identify a Wi-Fi network?

A. OS X sharing services include DVD or CD sharing, Screen Sharing, File Sharing, Printer Sharing, Scanner Sharing, Remote Login, Remote Management (ARD), Apple Events, Internet Sharing, and Bluetooth Sharing.
B. The network service order list is used to determine the primary network service interface if there is more than one active service. All network traffic that isn't better handled via local connection to an active network service interface is sent to the primary network service interface.
    So in most cases all WAN traffic, Internet traffic, and DNS resolution is sent through the primary network service interface.
C. A Service Set Identifier, or SSID, is used to identify a Wi-Fi network name and associated configuration.
D. AirDrop provides a quick and easy method to share files locally via Wi-Fi. AirDrop creates a secure peer-to-peer network between local devices. You can verify that a Mac supports AirDrop from the Finder Go menu.

Correct Answer: C
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 96
Sandboxed applications are only allowed access to specific items. They're otherwise completely cut off from the rest of the system, so they can't cause harm. All Mac App Store applications are required to be sandboxed.

A. What are the advantages of application sandboxing?
B. What does the master password do?
C. What happens during system shutdown?
D. What are Safe Sleep and Power Nap?

Correct Answer: A
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 97
Before the local user account is created on a system, you must first copy the restored user's home folder to the /Users folder. Then after you create the new user in Users &Groups preferences with the same account name, the system will prompt you to associate the new account with the restored home folder.

A. How can you verify that a specific network service is available from a service provider?
B. How does a user that changes his own account password affect his login keychain?
C. How do you identify the ownership and permissions of a file or folder in the Finder?
D. How do you make OS X associate a new local user account with a manually migrated or restored user's home folder?

Correct Answer: D
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 98
How does the default organization of the file system allow users to safely share local files and folders?

A. The volume formats supported as system volumes for OS X are Mac OS Extended (Journaled) and Mac OS Extended (Journaled, Encrypted).

B. The keychain system manages encrypted files that are used to securely save your items. By default, every user has login and Local Items keychains that use the same password as his account. Not even other administrative users can access your keychain secrets without knowing the keychain's password.

C. Every home folder contains a Public folder that other users can read and a Drop Box folder that other users can write to. All other subfolders in a user's home folder (except the optional Sites folder) have default permissions that don't allow access to other users. The Shared folder is also set for all users to share items.

D. The Archive option in the Finder creates compressed zip archive files.

Correct Answer: C
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 99
What are the primary user session stages in OS X? What are the visual and audible cues of these items?

A. An item's ownership and permissions can be identified using the Info or Inspector windows in the Finder.

B. In the Mac App Store, you can view the current Apple ID by selecting Store from the menu bar. You can get further details regarding this Apple ID, by selecting View My Account in the same menu.

C. Each primary stage of the user session can be indicated by the following: the login window process displays the login screen; the user launched process loads applications like the Finder after user authentication; and the user environment is active any time the user is logged into the system.

D. During user logout, the user's login window process does the following: requests that all user applications quit; automatically quits any user background processes; runs any logout scripts; records the logout to the main system.log file; resets device permissions and preferences to their defaults; and quits the user's login window and launched processes.

Correct Answer: C
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 100
The four default top-level folders visible in the Finder are:
Applications, containing applications all local users have access to Library, containing system resources all local users have access to System, containing necessary system resources
Users, containing all the local user home folders

A. How do the four default System Preferences categories differ?
B. What are some of the common file flags used by OS X?
C. What are the four default top-level folders visible in the Finder?
D. What are the advantages of code signing?

Correct Answer: C
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 101
At system shutdown, the login window process logs all users out and tells the kernel to quit all remaining system processes. Once the kernel quits all system processes, the Mac shuts down.

A. What does the master password do?
B. What are Safe Sleep and Power Nap?
C. What are PPD files responsible for?
D. What happens during system shutdown?

Correct Answer: D
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 102
What's a device driver? Which three primary types of device drivers are there?

A. The Traceroute tab of Network Utility allows you to verify the connection hops between your Mac and a remote host.
B. A device driver is software specially designed to facilitate the communication between OS X and a peripheral. Device drivers can be kernel extensions, framework plug-ins, or standalone applications.
C. A Service Set Identifier, or SSID, is used to identify a Wi-Fi network name and associated configuration.
D. A Safe Boot is initiated by holding down the Shift key during system startup

Correct Answer: B
Section: Volume B

Explanation

Explanation/Reference:

QUESTION 103
System Preferences is divided into five categories, from top to bottom; Personal, Hardware, Internet & Wireless, System, and Other.

A. How does file system journaling work?
B. What does the diagnostic reporting feature do?
C. What are the advantages of application sandboxing?
D. What are the five System Preference categories?

Correct Answer: D
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 104
If it appears that all configured printers are having problems, what's a potential quick fix?

A. Using the Finder Info window you can force an application to open in 32-bit mode. This step is necessary for a 64-bit application to support older 32-bit plug-ins or application resources.
B. If a master password is reset because it was lost, Legacy FileVault accounts can't be reset by the new master password.
C. If all printers appear to be having problems, a quick fix is to reset the entire printing system by using secondary (or Control-) click in the printer list and then choosing "Reset printing system."
D. If a network device needs to send data to another network device on the same LAN, it addresses the outgoing packets based on the destination device's MAC address.

Correct Answer: C
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 105
Each primary stage of system initialization can be indicated by the following: firmware, startup chime or bright flash of the power-on light, followed by a light gray

screen on the primary display; booter, a dark gray Apple logo on the primary display; kernel, a small dark gray spinning gear or spinning earth icon below the Apple logo; and system launchd, a white screen on all displays followed by the login screen.

A. What are the primary system initialization stages in OS X? What are the visual and audible cues of these items?
B. What are some privacy and security concerns with the Spotlight service?
C. What are the advantages of code signing?
D. Why does the Finder hide certain folders at the root of the system volume?

Correct Answer: A
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 106
Three methods for uninstalling applications include:
Open Launchpad, hold down the Option key, and click the "X" button In the Finder, drag the primary application to the Trash and then empty the Trash Use a custom-built uninstaller package

A. What three methods can be used to uninstall applications?
B. Which two methods can be used to automatically connect a network share?
C. What three primary sources can Migration Assistant pull from?
D. What four methods can be used to restore from a Time Machine backup?

Correct Answer: A
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 107
What's Auto Save? How can you identify an application that supports Auto Save?

A. Auto Save allows compatible OS X applications to automatically save changes to users' documents. A user just saves a document once, then never has to think about saving changes again. Applications that support Auto Save feature a Duplicate function in the File menu as opposed to a default Save As function.
B. The master password is used to reset local account passwords.
C. You can use the System Information application to easily scan all the appropriate application locations and return a list of installed applications.

D. Disk Utility is the primary application for creating and managing disk images.

Correct Answer: A
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 108
The Finder populates the Network folder using information provided by the dynamic network services discovery protocols. Computers providing services appear as resources inside the Network folder, and service discovery zones or workgroups appear as folders. Any currently connected servers also appear in the Network folder.

A. Which items fall under the file quarantine system?
B. How can you limit the use of Location Services?
C. How are items inside the Finder's Network folder populated?
D. How can you identify if a Mac requires a firmware update?

Correct Answer: C
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 109
Any account password reset process won't change any keychain passwords. Therefore, the user's keychains won't automatically open when the user logs in with her new password. The user will have to manually change her keychain passwords using the Keychain Access utility.

A. How does resetting a user's account password affect that user's login keychain?
B. How does a user that changes his own account password affect his login keychain?
C. How does network service order affect network connectivity?
D. How does the Spotlight search service use metadata?

Correct Answer: A
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 110
What does CUPS do?

A. PostScript Printer Description (PPD) files are printer driver files that instruct the CUPS system on how to communicate with specific printer models.
B. Standard UNIX file system permissions allow only for permissions to be set for one owner, one group, and all others. ACLs, on the other hand, allow for an essentially unlimited list of permissions entries.
C. Any application that supports Auto Save and the Finder can manage document locking.
D. Common UNIX Printing System (CUPS) manages all printing for OS X, including both local and shared printing.

Correct Answer: D
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 111
Keychains can be managed from the /Applications/Utilities/Keychain Access application.

A. What two methods are used to hide items from the Finder?
B. What application is used to manage keychain settings?
C. What backup destination disks does Time Machine support?
D. What's used to identify a Wi-Fi network?

Correct Answer: B
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 112
The Installations section of System Information will show the history of all software installed via the Mac App Store or the OS X Installer.

A. How does Time Machine maintain a backup history of the file system?
B. What's target disk mode and how is it engaged?

C. What's a network location? Who can access network locations?

D. What's the best way to find which installations have taken place on the system?

Correct Answer: D
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 113
What's the security risk of enabling client sharing services?

A. If a network device needs to send data to another network device on the same LAN, it addresses the outgoing packets based on the destination device's MAC address.

B. Assuming the default settings for OS X, a standard user can only configure directly attached or local network printers from the Print dialog. Also, the appropriate drivers must be installed before the standard user configuring the printer.

C. Any application that supports Auto Save and the Finder can manage document locking.

D. If a client sharing service is compromised, an unauthorized user can control your Mac and execute unwanted applications or processes.

Correct Answer: D
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 114
Bundles and packages are used to combine complex items into individual folders. Packages have the additional advantage of appearing as a single item in the Finder. This allows software developers to combine resources into a single item and prevents users from seeing and potentially damaging those resources through deletion or moving of files.

A. What does OS X use bundles or packages for?

B. What does the diagnostic reporting feature do?

C. How does file system journaling work?

D. What does CUPS do?

Correct Answer: A
Section: Volume B

Explanation

Explanation/Reference:

QUESTION 115
Standard is the default account type; administrative users can make changes to the system; a guest user doesn't require a password; sharing-only users can access only shared files; and the root user has unlimited access to any file or folder in the system.

A. What does OS X use bundles or packages for?
B. What are the advantages of code signing?
C. What are some of the common file flags used by OS X?
D. What are the five types of user accounts in OS X? How are they different?

Correct Answer: D
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 116
File system journaling records what file operations are in progress at any given moment. This way, if a power failure or system crash occurs, after the system restarts, it will be able to quickly verify the integrity of the volume by "replaying" the journal.

A. What does the master password do?
B. What are PPD files responsible for?
C. How does file system journaling work?
D. What are the five System Preference categories?

Correct Answer: C
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 117
Time Machine can back up to any Mac OS Extended volume or network shares hosted from Time Capsule or OS X Server.

A. What Wi-Fi authentication protocols are supported by OS X?
B. What backup destination disks does Time Machine support?
C. What application is used to manage keychain settings?
D. What's used to identify a Wi-Fi network?

Correct Answer: B
Section: Volume B
Explanation

Explanation/Reference:
Still Reliable.

QUESTION 118
The OS X Mavericks installer can be downloaded from the Mac App Store for free.

A. How do you share printers with other users?
B. How can you identify duplicate fonts?
C. How does the OS X built-in firewall work?
D. How can you acquire the OS X Mavericks installer?

Correct Answer: D
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 119
If DHCP is specified as the configuration for a TCP/IP connection and no DHCP service is available, the device automatically selects a random IP address in the
169.254.xxx.xxx range. It checks the local network to ensure that no other network device is using the randomly generated IP address before it applies the IP
address. In most cases, though, this addressing isn't normal, and it's often indicative of a problem with DHCP services.

A. How do network devices acquire and use self-assigned TCP/IP addresses?
B. How do you share printers with other users?
C. How do you engage Quick Look? Which applications support it?
D. How can you encrypt a disk without losing its contents?

Correct Answer: A

Section: Volume B
Explanation

Explanation/Reference:

QUESTION 120
How do you engage Quick Look? Which applications support it?

A. The Privacy pane of Security & Privacy preferences can be used to allow or disallow applications' access to Location Services, Contacts, Calendars, Reminders, social network services, and Accessibility application access.
B. Quick Look is engaged by simply pressing the Space bar when a document is selected.
   Applications that support Quick Look include the Finder, Time Machine, Mail, and most open and save browser dialogs.
C. The Activity Monitor application is used to monitor open processes and applications.
D. You can use the System Information application to easily scan all the appropriate application locations and return a list of installed applications.

Correct Answer: B
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 121
What are four common issues that can interrupt network services on a Mac computer?

A. To verify a specific service is available from a service provider, first use the Network Utility Ping tab to verify basic connectivity. Then use the Network Utility Port Scan tab to verify the specific service port(s) are open. You should always limit the port scan to the specific ports required for the network service you're testing.
B. Four common issues that can interrupt network services on a Mac are:
   · Ethernet connectivity issues, which can cause the hardware network interface to become inactive or introduce excessive packet errors
   · Wi-Fi connectivity issues caused by the selection of an improper Wi-Fi network or excessive wireless interference
   · DHCP service issues, which prevent proper TCP/IP configuration · DNS service issues, which prevent host name resolution
C. Migration Assistant can migrate information from other OS X systems, Windows systems, and other disks, including Time Machine backups.
D. Review Network preferences, review the Network Utility statistics, and attempt to connect to different network services.

Correct Answer: B
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 122
It depends on the printer. From Printing & Scanning preferences, sometimes you can simply select a new printer driver from the Options & Supplies dialog. In many cases though, to select a new printer driver for a configured printer you must delete and then re-add the printer.

A. How can you identify if a Mac requires a firmware update?
B. How can you reset a user's home folder permissions?
C. How can you select a new printer driver for a configured printer?
D. How can you identify duplicate fonts?

Correct Answer: C
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 123
What does the Disk Utility Verify and Repair feature do?

A. The system version, build number, and hardware serial number are located in the About This Mac dialog or the login screen. The system version number defines the specific version of OS X currently installed. The system build number is an even more specific identifier used primarily by developers. Finally, the hardware serial number is a unique number used to identify your specific Mac.
B. The Disk Utility Verify and Repair feature is used to verify or repair the partition scheme and directory structure of a volume. These elements contain the information used to locate files and folders on the volume.
C. The Traceroute tab of Network Utility allows you to verify the connection hops between your Mac and a remote host.
D. The master password is used to reset local account passwords.

Correct Answer: B
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 124
The OS X Recovery Disk Assistant can create a small OS X Recovery disk that lacks the OS X installation assets. An OS X Installation disk, which includes the full OS X installation assets, can be created by using the createinstallmedia command line tool found inside the Install OS X Mavericks application.

A. What four methods can be used to eject a volume or disk from the Finder?
B. What two methods can be used to create an external OS X Recovery disk?
C. What does OS X use bundles or packages for?
D. What two volume formats are supported for an OS X system volume?

Correct Answer: B
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 125
Disks are the actual storage hardware; partitions are logical divisions of a disk used to define the storage space; and volumes, contained inside partitions, are used to define how the individual files and folders are saved to the storage.

A. Where are application preferences stored?
B. How are items inside the Finder's Network folder populated?
C. How does IPv4 addressing differ from IPv6 addressing?
D. How are disks, partitions, and volumes different from one another?

Correct Answer: D
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 126
What's the locked file flag?

A. The Disk Utility Repair Permissions feature repairs only the ownership and permissions for items installed by Apple. However, this may resolve issues with third-party products.
B. The OS X built-in firewall inspects each incoming network connection to determine if it's allowed. Connections are allowed or denied on a per-application basis.
C. The locked file flag prevents anyone, including the item's owner, from editing an item. Only the item's owner can unlock the item to then allow modification.
D. The system keeps applications from interfering with one another by segregating their memory usage using protected memory. Mac computers with 64-bit-capable processors allow processes to run in 64-bit mode, which allows them to individually access more than 4 GB of memory.

Correct Answer: C

QUESTION 127
What Wi-Fi authentication protocols are supported by OS X?

A. The Setup Assistant process guides a user through initial configuration of OS X Mavericks.
B. Disk Utility is the primary application for creating and managing disk images.
C. OS X supports authenticated Wi-Fi via the following authentication protocols: WEP, WPA/WPA2 Personal, and WPA/WPA2 Enterprise, which includes support for 802.1X authentication.
D. OS X supports the following network interfaces and protocols:
· Ethernet IEEE 802.3 family of hardware network interface standards · Wireless (Wi-Fi) IEEE 802.11 family of hardware network interface standards FireWire IEEE 1394 bridged network interface
· Thunderbolt bridged network interface
· Bluetooth wireless hardware network interface
· USB connectivity via cellular network adapters or iOS devices with cellular network service · Virtual private network (VPN) virtual network interface via the Point-to-Point Tunneling Protocol (PPTP)
· VPN virtual network interface via the Layer 2 Tunneling Protocol (L2TP) over Internet Protocol Security (IPSec)
· VPN virtual network interface via Cisco IPSec
· Point-to-Point Protocol over Ethernet (PPPoE) virtual network interface · 6 to 4 virtual network interface
· Virtual local area network (VLAN) virtual network interface via the IEEE 802.1Q standard · Link Aggregation virtual network interface via the IEEE 802.3ad standard · Transmission Control Protocol/Internet Protocol (TCP/IP), also known as the Internet protocol suite
· Dynamic Host Configuration Protocol (DHCP)
· Domain Name Service (DNS) protocol
· Network Basic Input/Output System (NetBIOS) and Windows Internet Naming Service (WINS) protocols
· Authenticated Ethernet via the 802.1X protocol

Correct Answer: C
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 128
How is Quick Look able to preview so many file types?

A. Quick Look uses a number of plug-ins that give it the capability to preview documents. These plug-ins live in Quick Look folders in any Library folder on OS X.

B. During installation of OS X Mavericks, the only optional choice is to define an installation destination other than the Mac computer's current default system disk.
C. The Finder doesn't show items with periods at the beginning of their filenames or items with the hidden file flag enabled. Both methods for hiding items can only be managed from the command line interface.
D. Any application that supports Auto Save and the Finder can manage document locking.

Correct Answer: A
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 129
Which application is used to examine open applications on OS X?

A. The Disk Utility Verify and Repair feature is used to verify or repair the partition scheme and directory structure of a volume. These elements contain the information used to locate files and folders on the volume.
B. AppleTalk works only with OS X v10.5 or earlier.
C. The master password is used to reset local account passwords.
D. The Activity Monitor application is used to monitor open processes and applications.

Correct Answer: D
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 130
What's the easiest method in OS X to configure VPN settings?

A. The Archive option in the Finder creates compressed zip archive files.
B. The easiest method to configure VPN settings is to use a configuration profile containing all the relevant VPN setup information.
C. The Setup Assistant process guides a user through initial configuration of OS X Mavericks.
D. The Disk Utility Verify and Repair feature is used to verify or repair the partition scheme and directory structure of a volume. These elements contain the information used to locate files and folders on the volume.

Correct Answer: B
Section: Volume B

Explanation

Explanation/Reference:

QUESTION 131
iCloud is a free service from Apple that provides cloud storage and communication services for applications, including Mail, Contacts, Calendars, Reminders, Notes, Safari, Keychain, Photos and any other applications that support iCloud integration. iCloud also provides Find My Mac technology for help locating a lost or stolen system.

A. What key features do you gain by setting up iCloud?
B. What does OS X use bundles or packages for?
C. What happens during system shutdown?
D. What can you enable to locate a lost Mac system?

Correct Answer: A
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 132
When deleting a local user account, what three options does Users & Groups preferences give you for dealing with the user's home folder content?

A. When a user changes his own account password, the system will keep his login keychain password in sync.
B. When performing a Safe Boot, OS X doesn't load third-party KEXTs, third-party launch agents, third-party launch daemons, third-party startup items, third-party fonts, any user login items, or any user-specific launch agents.
C. When deleting a local user account, OS X can archive the home folder content into a compressed disk image, leave the home folder content in the /Users folder, or delete the home folder content. Optionally, OS X can perform a secure erase on the home folder content.
D. The Font Book application shows a small dot next to the name of any font that has duplicate resources.

Correct Answer: C
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 133

The Messages application allows for on-demand screen sharing that can be used even when the system screen sharing service isn't enabled.

A. What options can you select from during the OS X Mavericks installation?
B. Which application can provide on-demand screen sharing even when the Screen Sharing service isn't enabled?
C. What application is used to manage keychain settings?
D. Which optional firewall settings are available?

Correct Answer: B
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 134
Single-partition drives are easier to set up initially, but they aren't as flexible for administration and maintenance. Multiple-partition drives require repartitioning during setup, but provide several separate partitions, which can be used to segregate user data and host multiple operating systems.

A. What are the five types of user accounts in OS X? How are they different?
B. What are the requirements for purchasing applications via the Mac App Store?
C. What are the four default top-level folders visible in the Finder?
D. What are the advantages and disadvantages of using a single-partition disk with OS X? How about a multiple-partition disk?

Correct Answer: D
Section: Volume B
Explanation

Explanation/Reference:
Answer is Modified.

QUESTION 135
Metadata is information stored outside of a file or folder. It provides additional information about files and folders. Examples include: file flags, extended file attributes, and permissions.
(No Answer)

A. How can an OS X system automatically connect to a Wi-Fi network?
B. What's a profile? How are profiles managed?
C. What can you enable to locate a lost Mac system?
D. What is file system metadata? What are some examples of file system metadata?

Correct Answer: D
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 136
The Font Book application shows a small dot next to the name of any font that has duplicate resources.

A. What happens during user logout?
B. How is 802.1X configured on OS X systems?
C. How can you identify duplicate fonts?
D. How can you limit the use of Location Services?

Correct Answer: C
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 137
A FileVault 2-protected system can be unlocked using the recovery key that was generated during the FileVault 2 setup process. This key can be entered during system startup, and will allow you to reset the user's account password.

A. How can you select a new printer driver for a configured printer?
B. How can you unlock a FileVault 2-protected system when all user accounts have lost their passwords?
C. How can you ensure that previously deleted items are securely erased?
D. How can you prevent a user from installing software updates?

Correct Answer: B
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 138
Disk Utility and System Information can both be used to gather information about storage devices.

A. What OS X application is set as the default for opening archive files?
B. Which keyboard shortcut can be used to temporarily choose another startup disk?
C. Which two built-in OS X applications can be used to gather information about storage devices?
D. Which application is used to examine open applications on OS X?

Correct Answer: C
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 139
The volume formats supported as system volumes for OS X are Mac OS Extended (Journaled) and Mac OS Extended (Journaled, Encrypted).

A. What two volume formats are supported for an OS X system volume?
B. What types of files are omitted from Time Machine backups?
C. Which changes are made when OS X Safe Boots?
D. What does OS X use bundles or packages for?

Correct Answer: A
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 140
What's AirDrop, and how do you know if a specific Mac supports it?

A. AirDrop provides a quick and easy method to share files locally via Wi-Fi. AirDrop creates a secure peer-to-peer network between local devices. You can verify that a Mac supports AirDrop from the Finder Go menu.
B. Archive files are much simpler to create in the Finder and are compatible with third-party operating systems. Disk images are more difficult to create and manage, but they offer greater flexibility. Primarily, disk images can be easily modified and converted. However, OS X style disk images aren't compatible with third-party operating systems.
C. The DNS service is used to translate host names to IP addresses via forward lookups and translate IP addresses to host names via reverse lookups. DNS is

architected as a hierarchy of worldwide domain servers. Local DNS servers provide name resolution and possibly host names for local clients. These local DNS servers connect to DNS servers higher in the DNS hierarchy to resolve both unknown host names and host local domain names.

D. Any account password reset process won't change any keychain passwords. Therefore, the user's keychains won't automatically open when the user logs in with her new password. The user will have to manually change her keychain passwords using the Keychain Access utility.

Correct Answer: A
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 141
Most common IP addresses and subnet masks share the same IPv4 formatting. An IPv4 address is a 32-bit number represented in four groups of three-digit numbers, known as octets, separated by periods. Each octet has a value between 0 and 255. An IPv6 address is a 128-bit number that's presented in eight groups of four-digit hexadecimal numbers separated by colons. This allows for a huge range of addresses, and as a result IPv6 addressing essentially includes subnet information.

A. How can you identify duplicate fonts?
B. What types of files are omitted from Time Machine backups?
C. How does IPv4 addressing differ from IPv6 addressing?
D. How does the Secure Empty Trash feature in Finder work?

Correct Answer: C
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 142
What are the four erase options available in Disk Utility? How are they all different?

A. The four primary application environments supported by OS X are:
Native OS X applications, which are created using Cocoa UNIX applications, which are primarily accessed via Terminal Java applications, which work as cross-platform applications X Window System applications, which run inside the popular UNIX windowing environment
B. Before the local user account is created on a system, you must first copy the restored user's home folder to the /Users folder. Then after you create the new user in Users & Groups preferences with the same account name, the system will prompt you to associate the new account with the restored home folder.
C. Methods for restoring from a Time Machine backup include:

Navigating through the backup history via the Time Machine application Restoring a user account via Migration Assistant
Restoring an entire system via OS X Recovery
Manually restoring items via the Finder

D. The four erase options in Disk Utility are:
Fastest, which simply replaces the volume's directory structure A second choice, which provides good security by writing zeros on top of all the previous disk data
A third choice, which provides even better security by writing three separate passes of information on top of the previous disk data
Most Secure, which provides the best security by writing seven separate passes of information on top of the previous disk data

Correct Answer: D
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 143
The master password is used to reset local account passwords.

A. How can you identify duplicate fonts?
B. Where are application preferences stored?
C. What are the advantages of code signing?
D. What does the master password do?

Correct Answer: D
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 144
The Setup Assistant process guides a user through initial configuration of OS X Mavericks.

A. What steps should you use when troubleshooting application issues?
B. What are the minimum hardware requirements for upgrading a system with OS X Mavericks?
C. What two methods can be used to create an external OS X Recovery disk?
D. What process is used to guide a user through the initial configuration of OS X Mavericks?

Correct Answer: D
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 145
The Privacy pane of Security & Privacy preferences can be used to allow or disallow applications' access to Location Services, Contacts, Calendars, Reminders, social network services, and Accessibility application access.

A. How can you acquire the OS X Mavericks installer?
B. How can you limit the use of Location Services?
C. How can you identify duplicate fonts?
D. What does the master password do?

Correct Answer: B
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 146
What two methods can be used to create an external OS X Recovery disk? (No Answer)

A. The Font Book application shows a small dot next to the name of any font that has duplicate resources.
B. The OS X Recovery Disk Assistant can create a small OS X Recovery disk that lacks the OS X installation assets. An OS X Installation disk, which includes the full OS X installation assets, can be created by using the create install media command line tool found inside the Install OS X Mavericks application.
C. The system version, build number, and hardware serial number are located in the About This Mac dialog or the login screen. The system version number defines the specific version of OS X currently installed. The system build number is an even more specific identifier used primarily by developers. Finally, the hardware serial number is a unique number used to identify your specific Mac.
D. Any item downloaded using one of the built-in OS X applications will be marked for quarantine. Third-party applications may not mark downloaded items for quarantine.

Correct Answer: B
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 147
What's a network location? Who can access network locations?

A. The OS X Mavericks installer can be downloaded from the Mac App Store for free.
B. The Archive option in the Finder creates compressed zip archive files. An interface is any channel through which network data can flow. Hardware network interfaces are defined by physical network connections, and virtual network interfaces are logical network connections that ride on top of hardware network connections.
C. A protocol is a set of rules used to describe a specific type of network communication.
    Protocols are necessary for separate network devices to communicate properly. Finally, a network service (as it pertains to Network preferences) is the collection of settings that define a network connection.
D. A network location is a saved state of Network preferences that contains all network interface settings. Only administrators can define network locations, but if more than one location exists, all users can switch between the various network locations via the Apple menu.

Correct Answer: D
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 148
FileVault 2 protects the entire system volume and all its data by using strong XTS- AES 128 encryption. During system startup, a FileVault-enabled user must enter her password to decrypt the system volume.

A. How does FileVault 2 protect a user's data?
B. How does the Secure Empty Trash feature in Finder work?
C. Where are application preferences stored?
D. How does the OS X built-in firewall work?

Correct Answer: A
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 149

What permissions are modified by the Disk Utility Repair Permissions feature?

A. Disk Utility is the primary application for creating and managing disk images.
B. The master password is used to reset local account passwords.
C. The Disk Utility Verify and Repair feature is used to verify or repair the partition scheme and directory structure of a volume. These elements contain the information used to locate files and folders on the volume.
D. The Disk Utility Repair Permissions feature repairs only the ownership and permissions for items installed by Apple. However, this may resolve issues with third-party products.

Correct Answer: D
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 150
What three primary sources can Migration Assistant pull from?

A. The OS X Recovery Disk Assistant can create a small OS X B. Recovery disk that lacks the OS X installation assets. An OS X Installation disk, which includes the full OS X installation assets, can be created by using the create install media command line tool found inside the Install OS X Mavericks application.
B. A network client uses the subnet mask to determine whether the destination IP address is on the LAN. If the destination IP address isn't on the LAN, it's assumed the destination address is on another network, and the client sends the data to the IP address of the local network router. The network router then sends the data, via a WAN connection, on to another router that it thinks is closer to the destination. This continues across WAN connections from router to router until the data reaches its destination.
C. Time Machine starts with a full copy of the file system to the backup disk. Then it maintains a list of changes to the file system, and every hour copies only the changes to the backup disk. In the backup, it creates a simulation of the full file system using hard links for files that haven't changed.
D. Migration Assistant can migrate information from other OS X systems, Windows systems, and other disks, including Time Machine backups.

Correct Answer: D
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 151
What's the purpose of Internet Protocol v4 (IPv4) addresses and subnet masks?

A. The Finder doesn't show items with periods at the beginning of their filenames or items with the hidden file flag enabled. Both methods for hiding items can only be managed from the command line interface.
B. The master password is used to reset local account passwords.
C. The Internet Protocol (IP) address identifies the location of a specific network device. IP addresses are the primary identification used by the Internet protocol suite TCP/IP for both local area and wide area networks. Subnet masks are used by network devices to identify their local network range and to determine whether outgoing data is destined for a network device on the LAN.
D. The Ping tab of Network Utility allows you to test basic connectivity to another network host by sending and then waiting for the return of a ping packet.

Correct Answer: C
Section: Volume B
Explanation

Explanation/Reference:
Corrected.

QUESTION 152
All Apple software updates are handled via the Mac App Store.

A. How can you identify duplicate fonts?
B. Which items fall under the file quarantine system?
C. What can you enable to locate a lost Mac system?
D. Which application can you open to initiate Apple software updates?

Correct Answer: D
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 153
You can deselect the option to "Reopen windows when logging back in" from the logout verification dialog. You can deselect the option to "Close windows when quitting an application" from General preferences. Also from General preferences, you can select the option to "Ask to keep changes when closing documents," which turns off the Auto Save feature.

A. Where can you adjust application Auto Save and Resume options?
B. How can you identify which applications are installed on your Mac?
C. How can you identify if a Mac requires a firmware update?
D. How can you prevent a user from installing software updates?

Correct Answer: A
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 154
How does the OS X built-in firewall work?

A. The Disk Utility Repair Permissions feature repairs only the ownership and permissions for items installed by Apple. However, this may resolve issues with third-party products.
B. The Ping tab of Network Utility allows you to test basic connectivity to another network host by sending and then waiting for the return of a ping packet.
C. The OS X built-in firewall inspects each incoming network connection to determine if it's allowed. Connections are allowed or denied on a per-application basis.
D. Network services are established using a common network protocol. The protocol specifies which TCP or UDP port number is used for communications.

Correct Answer: C
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 155
You can choose to ignore ownership on any non system volume. This will ignore any ownership rules and grant any logged-on user unlimited access to the contents of the volume. It's a potential security risk because it will allow any local user account to have full access to the volume, even if that user didn't originally mount the volume.

A. How does Time Machine maintain a backup history of the file system?
B. What two methods are used to hide items from the Finder?
C. What interface is the default location for managing documents in iCloud?
D. What does it mean when you choose the option to "ignore volume ownership" in the Finder? What are the security ramifications of ignoring volume ownership?

Correct Answer: D
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 156
Safe Sleep is a feature of all OS X compatible portable Macs that saves the system's state to permanent storage in cases where the computer's battery drains completely. Power Nap is a feature of Mac systems introduced after mid-2011 that use all-flash storage. Power Nap allows the Mac to automatically wake in a low-power mode so the system can perform a variety of application and system updates.

A. What happens during system shutdown?
B. What are Safe Sleep and Power Nap?
C. Which sharing services can OS X provide?
D. What does the master password do?

Correct Answer: B
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 157
How is the Domain Name Service (DNS) used to facilitate network naming?

A. The OS X Mavericks installer can be downloaded from the Mac App Store for free.
B. Keychains are used to store secrets such as resource passwords, digital certificates, and encryption keys. The keychain system can also securely store Safari AutoFill information, Internet Account settings, and secure text notes.
C. The Archive option in the Finder creates compressed zip archive files.
D. The DNS service is used to translate host names to IP addresses via forward lookups and translate IP addresses to host names via reverse lookups. DNS is architected as a hierarchy of worldwide domain servers. Local DNS servers provide name resolution and possibly host names for local clients. These local DNS servers connect to DNS servers higher in the DNS hierarchy to resolve both unknown host names and host local domain names.

Correct Answer: D
Section: Volume B

Explanation

Explanation/Reference:

QUESTION 158
OS X supports Bonjour and Server Message Block (SMB), including support for legacy Network Basic Input/Output and Windows Internet Naming Service (NetBIOS and WINS) dynamic network service discovery protocols.

A. How does OS X use dynamic network service discovery protocols to access network services?
B. Which sharing services can OS X provide?
C. What Wi-Fi authentication protocols are supported by OS X?
D. Which two dynamic network service discovery protocols are supported by OS X?

Correct Answer: D
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 159
What happens during user logout?

A. At system shutdown, the login window process logs all users out and tells the kernel to quit all remaining system processes. Once the kernel quits all system processes, the Mac shuts down.
B. During user logout, the user's login window process does the following: requests that all user applications quit; automatically quits any user background processes; runs any logout scripts; records the logout to the main system.log file; resets device permissions and preferences to their defaults; and quits the user's login window and launched processes.
C. During system initialization, the system launched process automatically starts /System/ Library/LaunchDaemons, /Library/LaunchDaemons, /Library/ StartupItems (via SystemStarter), and the /etc/rc.local UNIX script if it exists.
D. Single-partition drives are easier to set up initially, but they aren't as flexible for administration and maintenance. Multiple-partition drives require repartitioning during setup, but provide several separate partitions, which can be used to segregate user data and host multiple operating systems.

Correct Answer: B
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 160
What do the terms "interface," "protocol," and "service" mean in relation to computer networks? (No Answer)

A. A Service Set Identifier, or SSID, is used to identify a Wi-Fi network name and associated configuration.
B. An interface is any channel through which network data can flow. Hardware network interfaces are defined by physical network connections, and virtual network interfaces are logical network connections that ride on top of hardware network connections. A protocol is a set of rules used to describe a specific type of network communication. Protocols are necessary for separate network devices to communicate properly. Finally, a network service (as it pertains to Network preferences) is the collection of settings that define a network connection.
C. A Safe Boot is initiated c. by holding down the Shift key during system startup
D. Client software is used to access network services provided by server software. The connection is established using a common network protocol known by both the client and server software. Thus, the client and server software can be from different sources.

Correct Answer: B
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 161
How does a user that changes his own account password affect his login keychain?

A. When a user changes his own account password, the system will keep his login keychain password in sync.
B. The Archive option in the Finder creates compressed zip archive files.
C. The master password is used to reset local account passwords.
D. Time Machine starts with a full copy of the file system to the backup disk. Then it maintains a list of changes to the file system, and every hour copies only the changes to the backup disk. In the backup, it creates a simulation of the full file system using hard links for files that haven't changed.

Correct Answer: A
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 162
Why might a previously backed-up item no longer be available in Time Machine?

A. A previously backed-up item won't be available if your backup volume filled up and Time Machine had to start deleting older items to make room for newer items.
B. The default folders in a user's home folder are Desktop, Documents, Downloads, Library (hidden), Movies, Music, Pictures, and Public. Optional home folder items include Applications and Sites folders.
C. Any item downloaded using one of the built-in OS X applications will be marked for quarantine. Third-party applications may not mark downloaded items for quarantine.
D. To verify a specific service is available from a service provider, first use the Network Utility Ping tab to verify basic connectivity. Then use the Network Utility Port Scan tab to verify the specific service port(s) are open. You should always limit the port scan to the specific ports required for the network service you're testing.

Correct Answer: A
Section: Volume B
Explanation

Explanation/Reference:
Absolutely Right.

QUESTION 163
What's the best source for acquiring printer drivers for OS X?

A. The network service order list is used to determine the primary network service interface if there is more than one active service. All network traffic that isn't better handled via local connection to an active network service interface is sent to the primary network service interface.
So in most cases all WAN traffic, Internet traffic, and DNS resolution is sent through the primary network service interface.
B. The Apple print drivers are the best source for configuring OS X printers. One method is to let the software update system automatically download and install the appropriate printer drivers. Or you can manually download and install printer drivers from the Apple support website.
C. The master password is used to reset local account passwords.
D. The Activity Monitor application is used to monitor open processes and applications.

Correct Answer: B
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 164
Which two methods can be used to automatically connect a network share?

A. Resource contention occurs when fast user switching is enabled and a user tries to access an item another user already has open in the background. Document contention occurs when a user attempts to open a document another user has already opened. Peripheral contention occurs when a user attempts to access a

peripheral already in use by another user's open application.
Application contention occurs when the second user attempts to access an application designed to run only once on a system.

B. The four methods used to eject a volume or disk from the Finder are:
Drag the disk icon to the Trash in the Dock.
Press and hold the Eject key for a few moments to unmount and eject optical media.
Select the volume you want to eject and choose Eject from the File menu.
In the Finder sidebar, click the small Eject button next to the volume you want to unmount and eject.

C. To automatically connect a file share when the user logs in to the system, drag the share from the Finder to the user's login items in Users & Groups preferences. Or you can drag the share to the right side of the user's Dock, and it will automatically connect when the user clicks the share's icon in the Dock.

D. Time Machine starts with a full copy of the file system to the backup disk. Then it maintains a list of changes to the file system, and every hour copies only the changes to the backup disk. In the backup, it creates a simulation of the full file system using hard links for files that haven't changed.

Correct Answer: C
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 165
How can an OS X system automatically connect to a Wi-Fi network?

A. A new OS X system can only automatically connect to Wi-Fi networks that have no standard authentication mechanism, otherwise known as an "open network." However, a configured OS X system can automatically reconnect to authenticated Wi-Fi networks, provided that the appropriate information was saved to the Keychain system.

B. Code-signed items include a digital signature that the system can use to verify the authenticity and integrity of the application or process and its resources.

C. A standard user can connect to any non-WPA Enterprise Wi-Fi network via the Wi-Fi status menu. Because the system Keychain must be modified for WPA Enterprise connections, only an administrative user can establish these types of connections.

D. The Activity Monitor application is used to monitor open processes and applications.

Correct Answer: A
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 166
What's target disk mode and how is it engaged?

A. Documents saved to iCloud can be managed from the application that was used to create and save the document. iCloud documents don't appear anywhere in the Finder that a user would normally look.
B. The Disk Utility Verify and Repair feature is used to verify or repair the partition scheme and directory structure of a volume. These elements contain the information used to locate files and folders on the volume.
C. A network location is a saved state of Network preferences that contains all network interface settings. Only administrators can define network locations, but if more than one location exists, all users can switch between the various network locations via the Apple menu.
D. Target disk mode is a Mac-specific hardware feature that, when engaged, will share the Mac computer's internal disks through the FireWire ports. Target disk mode can be engaged from Startup Disk preferences or by holding down the T key as you turn on the Mac.

Correct Answer: D
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 167
What's unique about the permissions of the /Users/Shared folder?

A. When fast user switching is enabled, all users are allowed to see other users' locally connected disks.
B. The Shared folder is set up to allow all users to read and write files, but only the user who owns an item can delete it from the Shared folder. This is accomplished using the sticky bit permissions setting.
C. The Ping tab of Network Utility allows you to test basic connectivity to another network host by sending and then waiting for the return of a ping packet.
D. You can prevent automatic updates for all users by disabling the options in App Store preferences. You can further restrict a user's ability to use the Mac App Store by configuring Parental Controls for the user's account.

Correct Answer: B
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 168
Holding down the Option key at startup opens Startup Manager, which allows you to temporarily choose another startup disk.

A. Which keyboard shortcut can be used to temporarily choose another startup disk?
B. Which keyboard shortcut is used to Safe Boot OS X?
C. Which two methods can be used to automatically connect a network share?

D. What methods can be used to reset a user's lost account password?

Correct Answer: A
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 169
Where are application preferences stored?

A. The locked file flag prevents anyone, including the item's owner, from editing an item. Only the item's owner can unlock the item to then allow modification.
B. Code-signed items include a digital signature that the system can use to verify the authenticity and integrity of the application or process and its resources.
C. Spotlight metadata index databases are stored at the root of every volume in a /.Spotlight- V100 folder. However, a Legacy FileVault user's database is stored in his encrypted home folder.
   And the Mail application maintains its own database in each user's home folder at ~/Library/Mail/V2/MailData/Envelope Index. Spotlight plug-ins can be located in any of the Library folders in a folder named Spotlight.
D. Application preferences are almost always stored in the user's Library folder in the ~/Library/Preferences folder. Newer sandboxed applications must always store their preferences in a ~/Library/Containers/<Bundle ID>/Data/Library/Preferences folder, where "<Bundle ID>" is the unique bundle identifier for the application.

Correct Answer: D
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 170
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 & 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

QUESTION 171
Which dynamic service discovery protocol does OS X use to discover devices on a network?

A. SLP
B. AppleTalk
C. Bonjour
D. DynDNS

Correct Answer: C
Section: Volume A
Explanation

Explanation/Reference:

QUESTION 172
Review the screenshot, and then answer the question below.

You connect an HFS+-formatted FireWire hard disk to a Mac, and configure it as shown in the screenshot. What will happen the next time a standard user attempts to mount the hard disk?

A. The disk will mount, and the user will be able to read, modify, and delete any file on the disk.
B. The user will be required to enter an administrator password to mount the disk; once the disk is mounted, the user will be able to read any file on the disk, but will be required to re-enter an administrator password to modify or delete files.
C. The disk will mount, and the user will be able to read any file on the disk; the user will be required to enter an administrator password to modify or delete files on the disk.
D. The user will be required to enter an administrator password to mount the disk; once the disk is mounted, the user will be able to read, modify, and delete any file on the disk.

Correct Answer: A
Section: Volume A
Explanation

Explanation/Reference:

QUESTION 173
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
Section: Volume A
Explanation

Explanation/Reference:

QUESTION 174
Migration Assistant is open on a Mac with OS X Mountain Lion installed. It CANNOT migrate user files from _____.

A. a Time Machine backup on a connected USB hard disk
B. an archive stored on iCloud
C. another volume on the same computer
D. a Windows XP computer with Service Pack 3 or later installed

Correct Answer: B
Section: Volume A
Explanation

Explanation/Reference:

QUESTION 175

Review the screenshot, and then answer the question below.

If you click Delete User in the dialog shown above, what will happen to James White's home folder?

A. It will be moved to the Trash.
B. "Deleted" will be appended to the home folder name, and it will be archived in Time Machine in a compressed and encrypted file.
C. "Deleted" will be appended to the home folder name, and its permissions will be changed to allow administrator user access only.
D. It will be deleted immediately, without being moved to the Trash.

Correct Answer: D
Section: Volume A
Explanation

Explanation/Reference:

QUESTION 176
Which of these is a recovery key storage location that FileVault 2 offers when you enable it?

A. Your iCloud account
B. The System Keychain
C. The OS X Recovery partition
D. An Apple server

Correct Answer: D
Section: Volume A
Explanation

Explanation/Reference:

QUESTION 177
Review the screenshot, and then answer the question below.

You are manually restoring the home folder for a new user account, and see the message shown above. What will happen if you click Cancel?

A. The existing home folder's name will be changed to match the one you entered in the new account sheet.
B. The account name will be changed to the name of the existing home folder.
C. You will be returned to the new account sheet in the Users & Group pane.
D. The existing home folder will be displayed in the Finder with the name selected.

Correct Answer: C
Section: Volume A

Explanation

Explanation/Reference:

QUESTION 178
AppleTalk works only with OS X v10.5 or earlier.

A. What two volume formats are supported for an OS X system volume?
B. What functionality does OS X support with the AppleTalk protocol?
C. How can you acquire the OS X Mavericks installer?
D. What application is used to manage keychain settings?

Correct Answer: B
Section: Volume B
Explanation

Explanation/Reference:
Still Valid.

QUESTION 179
Files with metadata may cause problems for NFS or WebDAV network file systems. Also, avoid AFP 2 services provided by Windows file servers.

A. What steps should you use when troubleshooting application issues?
B. What are the two primary traditional installation methods in OS X?
C. How does network service order affect network connectivity?
D. What are some known issues that arise when connecting to network file services?

Correct Answer: D
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 180
What role does the system launchd process serve during system startup?

A. The master password is used to reset local account passwords.

B. A Safe Boot is initiated by holding down the Shift key during system startup
C. The system launchd process is ultimately responsible for starting every system process. It also manages system initialization and starts the loginwindow process.
D. The system version, build number, and hardware serial number are located in the About This Mac dialog or the login screen. The system version number defines the specific version of OS X currently installed. The system build number is an even more specific identifier used primarily by developers. Finally, the hardware serial number is a unique number used to identify your specific Mac.

Correct Answer: B
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 181
Improperly unmounting or ejecting a drive or volume may cause data corruption. The system automatically verifies and repairs an improperly unmounted or ejected volume the next time it becomes available to the Mac.

A. What types of files are omitted from Time Machine backups?
B. What role does the system launchd process serve during system startup?
C. What's required to set up the iCloud Keychain service on multiple Apple devices?
D. What's the potential side effect of improperly unmounting or ejecting a disk or volume?

Correct Answer: D
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 182
Bluetooth devices must be paired to each other for communication to occur. Bluetooth preferences in the System Preference application is responsible for pairing your Mac with Bluetooth peripherals. You can quickly open Bluetooth preferences from the Bluetooth status menu.

A. Which items aren't loaded when OS X Safe Boots?
B. Which action must take place in order for a Mac to communicate with a Bluetooth peripheral? Where can this be configured?
C. What are some privacy and security concerns with the Spotlight service?
D. What two methods are used to hide items from the Finder?

Correct Answer: B
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 183
The diagnostic reporting feature automatically creates a diagnostic report log any time an application crashes or hangs. The diagnostic report log can be viewed immediately, reported to Apple via the Internet, or viewed later in the /Applications/Utilities/Console application.

A. What does the Disk Utility Verify and Repair feature do?
B. What does OS X use bundles or packages for?
C. What does the diagnostic reporting feature do?
D. What happens during user logout?

Correct Answer: C
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 184
If a connected peripheral doesn't appear in System Information, the issue is likely to be hardware related. Troubleshoot accordingly.

A. What are the four default top-level folders visible in the Finder?
B. How can you select a new printer driver for a configured printer?
C. How can you encrypt a disk without losing its contents?
D. What can you infer about a connected peripheral if it doesn't appear in the System Information application?

Correct Answer: D
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 185

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
Section: Volume A
Explanation

Explanation/Reference:

QUESTION 186
You want to delete several applications by dragging them to the Trash. What fact should you be aware of?

A. Some applications install files outside the Applications folder, so dragging an app to the Trash may not remove all of its files.
B. User data for apps purchased in the Mac App Store will also be deleted when the app is dragged to the Trash.
C. You must restart the Mac in order to permanently delete applications from the Trash.
D. Apps purchased in the Mac App Store cannot be dragged to the Trash.

Correct Answer: A
Section: Volume A
Explanation

Explanation/Reference:

QUESTION 187
You enable Stealth Mode on an OS X Mountain Lion computer's firewall. How does this affect the computer's behavior?

A. The Mac will not register any services that are offered via Bonjour.
B. The Mac will not allow outgoing connections for non-approved applications.
C. The Mac will not respond to incoming connection requests.
D. The Mac will not respond to diagnostic probes such as ping.

Correct Answer: D

Section: Volume A
Explanation

Explanation/Reference:

QUESTION 188
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
Section: Volume A
Explanation

Explanation/Reference:

QUESTION 189
On an optional configuration step in the Setup Assistant in OS X Mountain Lion, pressing Command-Q lets you skip the step.

A. True
B. False

Correct Answer: B
Section: Volume A
Explanation

Explanation/Reference:

QUESTION 190
Which of these files will Time Machine, by default, NOT back up?

A. An encrypted file that was created to track passwords
B. A file that Time Machine identifies as conflicting with a previously backed-up file
C. A Time Machine preference .plist file
D. Any file in the Trash

Correct Answer: D
Section: Volume A
Explanation

Explanation/Reference:

QUESTION 191
OS X software updates can be downloaded from the Apple Support website using any modern web browser. Updates take the form of installation packages that are installed via the Installer application.

A. How can you prevent a user from installing software updates?
B. What four methods can be used to eject a volume or disk from the Finder?
C. Which applications are used to manually acquire and install OS X software updates?
D. Which items aren't loaded when OS X Safe Boots?

Correct Answer: C
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 192
Three ways to forcibly quit an application from the graphical interface are from the Force Quit Application dialog accessed from the Apple menu; from the Dock application shortcut menu accessed by Control-clicking or right-clicking the application's icon; or from the /Applications/Utilities/ Activity Monitor application.

A. What three primary sources can Migration Assistant pull from?
B. What can you enable to locate a lost Mac system?
C. What three ways can you forcibly quit an application from the graphical interface?
D. What four methods can be used to eject a volume or disk from the Finder?

Correct Answer: C
Section: Volume B

Explanation

Explanation/Reference:

QUESTION 193
Client software is used to access network services provided by server software. The connection is established using a common network protocol known by both the client and server software. Thus, the client and server software can be from different sources.

A. What's the best source for acquiring printer drivers for OS X?
B. What's the relationship between clients and servers as it relates to network service access?
C. What's target disk mode and how is it engaged?
D. What's the primary interface for configuring network service applications?

Correct Answer: B
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 194
The minimum requirements for upgrading OS X Mavericks are:
· OS X v10.6.8 or later
· 2 GB of memory
· 8 GB of available space
· Some features require an Apple ID
· Some features require a compatible Internet service provider · Compatible Mac model (as listed on www.apple.com/osx/specs/)

A. What are the minimum hardware requirements for upgrading a system with OS X Mavericks?
B. What are the system requirements for using FileVault 2?
C. What two volume formats are supported for an OS X system volume?
D. What are the requirements for purchasing applications via the Mac App Store?

Correct Answer: A
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 195
How is 802.1X configured on OS X systems?

A. In OS X there are two configuration methods for 802.1X. The first method is automatic configuration via the selection of a Wi-Fi network that requires WPA/ WPA2 Enterprise authentication. The second method is "semi-automatic" configuration via an 802.1X configuration profile provided by an administrator.
B. A network client uses the subnet mask to determine whether the destination IP address is on the LAN. If the destination IP address isn't on the LAN, it's assumed the destination address is on another network, and the client sends the data to the IP address of the local network router. The network router then sends the data, via a WAN connection, on to another router that it thinks is closer to the destination. This continues across WAN connections from router to router until the data reaches its destination.
C. In the Mac App Store, you can view the current Apple ID by selecting Store from the menu bar. You can get further details regarding this Apple ID, by selecting View My Account in the same menu.
D. The Lookup tab of Network Utility allows you to test name resolution against the currently configured DNS server.

Correct Answer: A
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 196
You have a user account on an OS X Mountain Lion computer that has multiple user accounts. How can you interact with another user's Dropbox folder that has default permissions?

A. You can see its contents, but you cannot add files to it.
B. You can neither see its contents nor add files to it.
C. You cannot see its contents, but you can add files to it.
D. You can see its contents and you can add files to it.

Correct Answer: C
Section: Volume A
Explanation

Explanation/Reference:

QUESTION 197
In OS X, Disk Utility can create file archives in which format?

A. zip
B. dmg
C. sitx
D. gzip

Correct Answer: B
Section: Volume A
Explanation

Explanation/Reference:

QUESTION 198
OS X uses built-in generic drivers based on each device class. For example, there are generic drivers for scanners and printers that can be used instead of official third-party drivers.

A. How does network service order affect network connectivity?
B. How does OS X support third-party devices without needing third-party device drivers?
C. What are some known issues that arise when connecting to network file services?
D. How does OS X use dynamic network service discovery protocols to access network services?

Correct Answer: B
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 199
How can you limit a user account from having full access to all applications?

A. Parental Controls can further limit a user account. Examples include enforcing a simple Finder, limiting applications and widgets, limiting Mac App Store content, setting time limits, and content filtering for several applications included in OS X.
B. The Archive option in the Finder creates compressed zip archive files.
C. Resource contention occurs when fast user switching is enabled and a user tries to access an item another user already has open in the background. Document contention occurs when a user attempts to open a document another user has already opened. Peripheral contention occurs when a user attempts to access a peripheral already in use by another user's open application.
   Application contention occurs when the second user attempts to access an application designed to run only once on a system.
D. By default on OS X, opens Archive Utility, the default application for opening zip archive files. Archive Utility, expands the contents of the zip archive next to the

same location as the original zip archive.

Correct Answer: A
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 200
What are the requirements for purchasing applications via the Mac App Store?

A. The Privacy pane of Security & Privacy preferences can be used to allow or disallow applications' access to Location Services, Contacts, Calendars, Reminders, social network services, and Accessibility application access.
B. AppleTalk works only with OS X v10.5 or earlier.
C. The requirements to purchase items from the Mac App Store are OS X v10.6.6 or later, an Apple ID, and an Internet connection.
D. The master password is used to reset local account passwords.

Correct Answer: C
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 201
Which users are allowed to unlock a FileVault 2 protected system?

A. Any user that's FileVault enabled is allowed to unlock a FileVault 2-protected system. This includes any local or cached network user account that was enabled when FileVault 2 was set up or created after FileVault 2 was enabled. Further, administrators may return to Security & Privacy preferences to enable additional accounts.
B. Secure Empty Trash will perform a 7-pass erase on the contents of the Trash folder.
C. All Apple software updates are handled via the Mac App Store.
D. An item's ownership and permissions can be identified using the Info or Inspector windows in the Finder.

Correct Answer: A
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 202
Which tool lets you search log files?

A. Network Utility
B. Activity Monitor
C. Console
D. Archive Utility

Correct Answer: C
Section: Volume A
Explanation

Explanation/Reference:

QUESTION 203
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
Section: Volume A
Explanation

Explanation/Reference:

QUESTION 204
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
Section: Volume A
Explanation

Explanation/Reference:

QUESTION 205
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
Section: Volume A
Explanation

Explanation/Reference:

QUESTION 206
Which OS X Mountain Lion tool can help you create a strong password?

A. Password Audit, accessible from Security preferences
B. Password Assistant, accessible from Users & Groups preferences

C. Security Audit, accessible from Directory Utility

D. Password Checking, accessible from Parental Controls preferences

Correct Answer: B
Section: Volume A
Explanation

Explanation/Reference:

QUESTION 207
Which statement is true of ALL THREE buses: USB, FireWire, AND Thunderbolt?

A. The bus can operate at speeds of at least 4 Gbps.

B. An Intel-based Mac can start up into target disk mode using this bus.

C. The bus can host at least 64 peripherals.

D. An Intel-based Mac can start up from a drive on this bus.

Correct Answer: D
Section: Volume A
Explanation

Explanation/Reference:

QUESTION 208
A new 5 MB file was backed up by Time Machine yesterday. Today the file was edited, and has grown to 6 MB. It is about to be backed up by Time Machine again.
How does Time Machine perform this backup?

A. Time Machine copies the 6 MB file to the backup drive, and deletes the original backup copy of the file from the backup drive.

B. Time Machine copies the 6 MB file to the backup drive, and keeps both the new backup file and the original backup file on the backup drive.

C. Time Machine identifies the 1 MB of file changes, copies those changes to a new file on the backup drive, and keeps both the new backup file and the original backup file.

D. Time Machine identifies the 1 MB of file changes, copies those changes to a new file on the backup drive, then creates a 500 KB parity file, and keeps all three files: the two new files representing the 1 MB of file changes, and the original backup file.

Correct Answer: C
Section: Volume A
Explanation

Explanation/Reference:
Appropriate Answer.

QUESTION 209
How can you identify the MAC addresses for all the Mac computer's network interfaces?

A. You can identify all the MAC addresses for the Mac computer's network interfaces from the Info pane of Network Utility.
B. The firmware initializes the Mac computer's hardware and locates the booter file on a system volume. The Power-On
    Self-Test (POST) checks for basic hardware functionality when the Mac powers on.
C. The network service order list is used to determine the primary network service interface if there is more than one active service. All network traffic that isn't
    better handled via local connection to an active network service interface is sent to the primary network service interface.
    So in most cases all WAN traffic, Internet traffic, and DNS resolution is sent through the primary network service interface.
D. Time Machine can back up to any Mac OS Extended volume or network shares hosted from Time Capsule or OS X Server.

Correct Answer: A
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 210
You can enable printer sharing from Print & Scan or Sharing preferences. Note that Windows clients may need additional drivers to access the Mac computer's
shared printers via the IPP protocol.

A. What are account attributes?
B. How can you limit the use of Location Services?
C. How do you share printers with other users?
D. How can you identify duplicate fonts?

Correct Answer: C
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 211
Local account passwords can be reset by an administrator in Users & Groups, the master password at login, an Apple ID at login, a FileVault 2 recovery key at

startup, and by the Reset Password application in OS X Recovery.

A. What three methods can be used to uninstall applications?
B. What does OS X use bundles or packages for?
C. What methods can be used to reset a user's lost account password?
D. What four methods can be used to restore from a Time Machine backup?

Correct Answer: C
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 212
How do the four default System Preferences categories differ?

A. The easiest method to configure VPN settings is to use a configuration profile containing all the relevant VPN setup information.
B. During installation of OS X Mavericks, the only optional choice is to define an installation destination other than the Mac computer's current default system disk.
C. Archive files are much simpler to create in the Finder and are compatible with third-party operating systems. Disk images are more difficult to create and manage, but they offer greater flexibility. Primarily, disk images can be easily modified and converted. However, OS X style disk images aren't compatible with third-party operating systems.
D. Generally, Personal preferences affect only a single user; Hardware preferences adjust hardware & peripheral settings; Internet & Wireless preferences affect personal & system network settings; and System Preferences affect all users and often require administrative access.

Correct Answer: D
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 213
The OS X Recovery system provides access to Restore System From Time Machine Backup, Install/Reinstall OS X, Get Help Online via Safari, Disk Utility, Startup Disk, Firmware Password Utility, Network Utility, Terminal, and Reset Password.

A. Which items aren't loaded when OS X Safe Boots?
B. Which changes are made when OS X Safe Boots?
C. What does the diagnostic reporting feature do?

D. What utilities are available when started up from OS X Recovery?

Correct Answer: D
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 214
How can you verify that the system can establish a connection to a remote network host?

A. All Apple software updates are handled via the Mac App Store.
B. The Activity Monitor application is used to monitor open processes and applications.
C. The Traceroute tab of Network Utility allows you to verify the connection hops between your Mac and a remote host.
D. A Safe Boot is initiated by holding down the Shift key during system startup

Correct Answer: C
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 215
Why would you want to open an application in 32-bit mode?

A. Documents saved to iCloud can be managed from the application that was used to create and save the document. iCloud documents don't appear anywhere in the Finder that a user would normally look.
B. Using the Finder Info window you can force an application to open in 32-bit mode. This step is necessary for a 64-bit application to support older 32-bit plug-ins or application resources.
C. The master password is used to reset local account passwords.
D. The OS X Mavericks installer can be downloaded from the Mac App Store for free.

Correct Answer: B
Section: Volume B
Explanation

Explanation/Reference:

QUESTION 216
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
Section: Volume A
Explanation

Explanation/Reference:

QUESTION 217
Which statement is TRUE of file and folder permissions in the Finder in OS X Mountain Lion?

A. A user with Read-only permissions to a folder CANNOT rename any files in that folder.
B. A user with Write-only permissions to a folder can rename any file in that folder.
C. A user with Read-only permissions to a folder CANNOT view any files in that folder.
D. A user with Write-only permissions to a folder can delete any file in that folder.

Correct Answer: A
Section: Volume A
Explanation

Explanation/Reference:
Answer is Modified.

QUESTION 218
Review the screenshot, and then answer the question below.

While attempting to reinstall OS X Mountain Lion in Recovery mode, you get the error message shown above. Your Mac is physically connected to an Ethernet network. Which tool can you use to diagnose the problem further?

A. Internet Connect
B. Network Preferences
C. Network Diagnostics
D. Network Utility

Correct Answer: C
Section: Volume A
Explanation

Explanation/Reference: