Vendor: Apple

Exam Code: 9L0-065

Exam Name: Mac OS X v10.9 Troubleshooting Exam

Version: DEMO

QUESTION 1
An iMac starts, but becomes unresponsive after the login screen. How can you easily disable login items to see if they are causing the issue?

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

Answer: A

QUESTION 2
Which of the following are supported when transferring data from a PC to a Mac using Migration Assistant? SELECT TWO:

A. Fibre Channel
B. Target Disk Mode
C. Wi-Fi networking
D. Ethernet networking
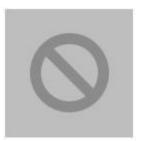E. Online Backup Services

Answer: CD

QUESTION 3
After running software updates, Scott's Mac mini is hanging during startup at a blue screen. What built-in startup mode might resolve this issue?

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

Answer: B

QUESTION 4
Examine the image above. What could cause a Mac to display this prohibitory sign at startup?

A. An incorrect build of OS X is installed on the hard disk or SSD.
B. The memory is missing or not detected.
C. Apple Hardware test is loading.

D. EFI failed to load.

Answer: A

QUESTION 5
Which of the following is the indication that a Mac has completed the hardware stage of the startup process, and the software Startup stage has begun?

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

Answer: D

QUESTION 6
After installing software updates, Scott's Mac mini stops responding during startup and will not show the login screen. What built-in startup mode might resolve this issue?

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

Answer: B

QUESTION 7
A customer who has installed OS X Mountain Lion on his Mac would like to set up a Firmware Password. Where can he find the Firmware Password Utility?

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

Answer: D

QUESTION 8
A customer decides to encrypt their existing Time Machine backup. How should they proceed?

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

Answer: D

QUESTION 9
An administrator user wishes to share a Desktop picture with all local users. Where should she store the image file?

A. /Library/Desktop Pictures
B. /System/Desktop Pictures
C. "/Library/Desktop Pictures
D. /Syste rn/Li bra ry/Deskto p Pictures

Answer: A

QUESTION 10
How can a user delete a file named "junk document" from all previous Time Machine backups?

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

Answer: D

QUESTION 11
Which of the following is the indication that a Mac is loading system software?

A. Boot chime
B. Gray screen
C. Blank screen
D. Gray Apple logo with a spinning gear

Answer: D

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