



**Vendor:** Apple

**Exam Code:** 9L0-066

**Exam Name:** OS X Yosemite 10.10 Troubleshooting Exam

**Version:** DEMO

#### QUESTION 1

Andrew has updated his iPhone 4s to iOS 8. He has set a passcode and signed in to iCloud. Andrew is trying to Handoff an email from his Mac to his iPhone. Andrew's Mac is running OS X Yosemite and Bluetooth is on. Why is the Mail app not appearing in the corner of the iPhone lock screen?

- A. The passcode is preventing Mail from completing Handoff.
- B. The devices are not on the same Wi-Fi network.
- C. The devices are not paired.
- D. The iPhone 4s does not support Handoff.

**Answer: D**

**Explanation:**

<http://9to5mac.com/2014/10/17/handoff-yosemite-ios-8/>

#### QUESTION 2

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

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

**Answer: C**

**Explanation:**

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

#### QUESTION 3

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

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

**Answer: DE**

**Explanation:**

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

#### QUESTION 4

Bradley has installed OS X on his Mac and would like to set up a Firmware Password. Where can he find the Firmware Password Utility?

- A. In the Utilities folder on the startup disk.
- B. In the Applications folder on the startup disk.

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

**Answer:** D

**Explanation:**

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

#### QUESTION 5

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

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

**Answer:** A

**Explanation:**

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

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

#### QUESTION 6

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

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

**Answer:** ABD

**Explanation:**

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

#### QUESTION 7

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

- A. Restore
- B. Disk Utility
- C. Console

D. Safe Mode

**Answer: D**

**Explanation:**

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

#### QUESTION 8

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

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

**Answer: BEG**

**Explanation:**

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

#### QUESTION 9

Sheryl is configuring a drive on the office server to be used by Time Machine. Each of the Mac computers in the office will be set up to use that network drive. Which of the following network protocols must the server use to make that drive available to Time Machine on each Mac computer?

- A. File Transfer Protocol (FTP)
- B. Apple Filing Protocol (AFP)
- C. User Datagram Protocol (UDP)
- D. Reverse Address Resolution Protocol (RARP)

**Answer: B**

**Explanation:**

[https://support.apple.com/kb/PH11171?locale=en\\_US](https://support.apple.com/kb/PH11171?locale=en_US)

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