Apple

Exam 9L0-008

Apple Macintosh Service Certification Exam

Version: 5.1

[Total Questions: 103]

CERTKILL

Question No : 1

Which of the following is NOT a valid power saving technique in recent Macintosh computers?

A. Activate automatic display sleep.
B. Activate automatic hard disk sleep.
C. Use wireless networks instead of wired networks.
D. Set up locations optimized for different environments.
E. Quit all the communications applications that may use the modem.

Answer: C

Question No : 2

Which of the following scenarios would be most appropriate to use Apple Service Diagnostic?

A. You want to check a Mac for accidental damage.
B. You want to verify product functionality after a repair.
C. Your customer wants to run diagnostics on his Mac Pro.
D. You need to verify that all installed applications have been updated.

Answer: B

Question No : 3

A customer states that he cannot open an AppleWorks file. What is the most productive QUESTION NO: to ask him FIRST?

A. Can you open any files?
B. Is your Mac connected to a network?
C. Can you open other AppleWorks files?
D. What version of AppleWorks are you using?

Answer: C

Question No : 4

Which THREE of the following components should you be very careful with, when working inside an Apple portable? SELECT THREE

A. Plastic tab
B. Small screw
C. Ribbon cable
D. Deflection coil
E. Anode aperture
F. Flyback transformer

Answer: A,B,C

Question No : 5

A power adapter originally supplied with a MacBook can charge a MacBook Pro's main battery while it is powered on.

A. True
B. False

Answer: B

Question No : 6

Which four of the following are valid steps you should take when inspecting an Apple product to identify accidental damage? SELECT FOUR

A. Open the hard disk drive to check for scratches or dust inside.
B. Open the lid and confirm that the hinges are working smoothly.
C. Look for cracks, dents or scratches on the exterior of the system.
D. Connect the system to external speakers to check for sound output.
E. Carefully inspect the LCD for scratches on the display coatings or cracks in the glass.
F. Check for any unusual odor coming from the system, which may indicate spill damage.

Answer: B,C,E,F

Question No : 7

When removing or replacing the heat sink or processor on the Mac Pro (8x), what is the maximum acceptable amount of time for the heat sink to be separated from the processor?

A. Five (5) minutes
B. Fifteen (15) minutes
C. Thirty (30) minutes
D. Sixty (60) minutes

Answer: B

Question No : 8

What does Apple recommend you do before replacing or installing any internal parts in an Xserve?

A. Remove all drive modules from the Xserve.
B. Remove the Xserve from its rack.
C. Press the System Identifier button.
D. Unlock all drive module bays.

Answer: B

Question No : 9

You are running Apple Hardware Test on a customer's Mac. The test fails with an error code. Which one of the following resources is the Apple-recommended choice for locating the meaning of this code?

A. Apple Hardware Test Help
B. Service Source
C. Service manual
D. User's manual

Answer: B

Question No : 10

Which THREE of the following symptoms would most likely be resolved by performing an SMC reset as a first step? SELECT THREE

A. Computer does not turn on
B. Cursor is unresponsive in Finder
C. Network / Internet connectivity issues
D. USB and/or FireWire port(s) do not function
E. Computer does not sleep / wake from sleep

Answer: A,D,E

Question No : 11

What is the main function of Server Monitor?

A. It provides detailed status of Xserve hardware functionality.
B. it executes a full suite of diagnostics on all internal Xserve hardware.
C. It monitors the Mac OS X Server operating system and reports on any unauthorized users.
D. It provides the video driver software to support connection of an Apple Cinema display to an Xserve running Mac OS X Server.

Answer: A

Question No : 12

Why do you need to take precautions when disposing of CRT displays? SELECT TWO

A. CRT displays may contain toxic gases.
B. CRT displays may present a fire hazard.
C. CRT displays may implode if mishandled.

D. CRT displays may present a radiation hazard.
E. CRT displays may contain hazardous materials.

Answer: C,E

Question No : 13

Which of the following is ALMOST CERTAINLY a software-related problem?

A. No video on display
B. Single beep at startup
C. No Internet connectivity
D. iPhoto quits when launched

Answer: D

Question No : 14

What is the function of the SMC in an Intel Mac?

A. The SMC controls all aspects of power flow.
B. The SMC controls the speed of the hard drive.
C. The SMC manages the amount of virtual memory used.
D. The SMC manages all communication with attached peripherals.

Answer: A

Question No : 15

You are about to begin disassembly of an iMac (24-inch Early 2008) to replace the LCD display. Which TWO of the following tools are required to do this? SELECT TWO

A. Multimeter
B. Suction cups
C. Service stand

D. Anti-static, lint-free gloves
E. Torx T-15 driver with 5 inch shaft

Answer: B,D

A customer setting up a small business with a wireless network wants to ensure that both the PC's running older hardware, and the Macs have secure access to the wireless network using encryption. What security feature on the AirPort Extreme (Gigabit) Base Station would provide that encryption?

A. DSSS
B. WAN privacy
C. Wired Equivalency Privacy (WEP)
D. Access control by MAC address

Answer: C

Examine the exhibit. What is this message?