# Apple

## Exam 9L0-415

## OS X Support Essentials 10.9

**Version: 6.0**

**[ Total Questions:   218 ]**

## Topic break down

| Topic | No. of Questions |
|---|---|
| Topic 1: Volume A | 86 |
| Topic 2: Volume B | 132 |

**Topic 1, Volume A**

### Question No : 1  - (Topic 1)

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

**Answer: C**

### Question No : 2  - (Topic 1)

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.

**Answer: A**

### Question No : 3  - (Topic 1)

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.

**Answer: A**

## Question No : 4  - (Topic 1)

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

**Answer: D,E**

## Question No : 5  - (Topic 1)

Which tool lets you search log files?

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

**Answer: C**

**Question No : 6  - (Topic 1)**

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.

**Answer: A,B,D**

**Question No : 7  - (Topic 1)**

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

**Answer: D**

**Question No : 8  - (Topic 1)**

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.

**Answer: A**

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### Question No : 9 - (Topic 1)

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.

**Answer: A**

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### Question No : 10 - (Topic 1)

Which utility is on the OS X Recovery partition?

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

**Answer: C**

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### Question No : 11 - (Topic 1)

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.

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**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.

**Answer: B**

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**Question No : 12  - (Topic 1)**

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.

**Answer: C**

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**Question No : 13  - (Topic 1)**

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

**Answer: B**

**Question No : 14  - (Topic 1)**

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.

**Answer: B**

**Question No : 15  - (Topic 1)**

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

**Answer: B**

**Question No : 16  - (Topic 1)**

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

**Answer: A**

## Question No : 17  - (Topic 1)

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/.

**Answer: A**

## Question No : 18  - (Topic 1)

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

**Answer: C**

## Question No : 19  - (Topic 1)

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.

**Answer: D**

**Question No : 20  - (Topic 1)**

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.

**Answer: D**

**Question No : 21  - (Topic 1)**

Review the screenshot of the My Account pane of Users & Groups preferences, and then answer the question below.