



# 9L0-010<sup>Q&As</sup>

Macintosh Service Certification Exam

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### QUESTION 1

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

Correct Answer: ADE

System Management Controller (SMC)

The System Management Controller (SMC) controls power functions on the MacBook Air (Late 2010). This includes charging, fans, and other powered features such as items on the USB bus, including the built-in iSight and external USB

ports.

In the Intel-based Mac, much of the functionality of the SMU was replaced by the System Management Controller- the (SMC) - a chip that controls all the power functions including:

Telling the computer when to turn on, turn off, sleep, wake, idle, and so forth.

Handling system resets from various commands.

Controlling the fans.

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### QUESTION 2

You are preparing to service a MacBook. To reduce the risk of damage from ESD, you clear the area of plastic, vinyl, or foamed polystyrene, and have static-shielding storage bags available for ESD-sensitive components. While you are working you should also remember to \_\_\_\_\_ and \_\_\_\_\_. SELECT TWO

- A. ground yourself and the equipment you are working on
- B. always place ESD-sensitive components on metal surfaces
- C. discharge the display to protect the other ESD-sensitive components
- D. handle any ESD-sensitive components by the connectors, rather than by the edges
- E. ask other technicians to avoid touching you when you are working on ESD-sensitive components

Correct Answer: AE

Before working on any circuit board or assembly containing ESD-sensitive circuits, ground yourself and the equipment

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you are working on to an earth or building ground. Use a grounded conductive workbench mat and a grounding wrist strap, and ground the equipment to the mat. Do not touch anyone who is working on ESD-sensitive circuits or circuit boards of any kind. If you touch someone who is properly grounded, your "zap" or body charge may not cause any damage, but just to be safe, keep your own body charge away from other technicians.

### QUESTION 3

What is the indication that a Mac has completed a successful power-on self test (POST)?

- A. Startup Chime.
- B. A series of beeps.
- C. The Login Window starts.
- D. The Desktop, Dock, and menu bar load.

Correct Answer: A

#### Startup Stages and Cues for Mac OS X v10.6

The table below summarizes the Hardware (A), Startup (B), and Login (C) stages for Mac OS X v10.6 (Snow Leopard):

What Happens	What You See	Notes
A1 Computer sends power to logic board, power-on self test (POST)	Black screen	- Chime if successful - Series of beeps if not successful
A2 Open Firmware (PPC) or EFI (Intel) loads boot loader.	Blank gray screen	
B1 Boot loader (BootX (PPC) or boot.efi (Intel)) loads kernel + boot-required kexts	Gray apple - found boot.efi Circle with Slash - could not load boot.efi or some other issue Flashing globe - looking for booter/kernel on netboot server Gray Apple with spinning earth below - found booter/kernel on netboot server Broken Folder that blinks - no bootable device has been found	
B2 Kernel looks for root device and its driver, checks disk directory, and runs launchd	Gray apple + gear	
B3 Login window starts, which requires WindowServer; other launchd jobs and processes run, mostly in parallel	Blue screen	
B3.5 Previous versions of Mac OS X display a progress window	Leopard does not display a progress window.	
B4 Login Window starts	If automatic login is disabled, you see the Login window	
C1 Finder, Dock, and other background processes load	Desktop, Dock, menu bar	
C2 Login items run	Item-specific onscreen elements	Some login items do not display onscreen elements

### QUESTION 4

Which three of the following items are appropriate to use for ESD prevention? Select three.



- A. Metal work surface
- B. CRT discharge tool
- C. Grounded work mat
- D. Wrist strap and cord
- E. Wireless wrist strap
- F. Static shielding bags

Correct Answer: CDF

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#### QUESTION 5

Which TWO of the following are clues that may indicate a \"no video\" condition? SELECT TWO

- A. You do not hear a startup chime.
- B. You may hear fan or drive noise.
- C. You cannot connect to the Internet.
- D. The power button or power indicator lights up.
- E. The cursor is frozen and the system is unresponsive.

Correct Answer: BD

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