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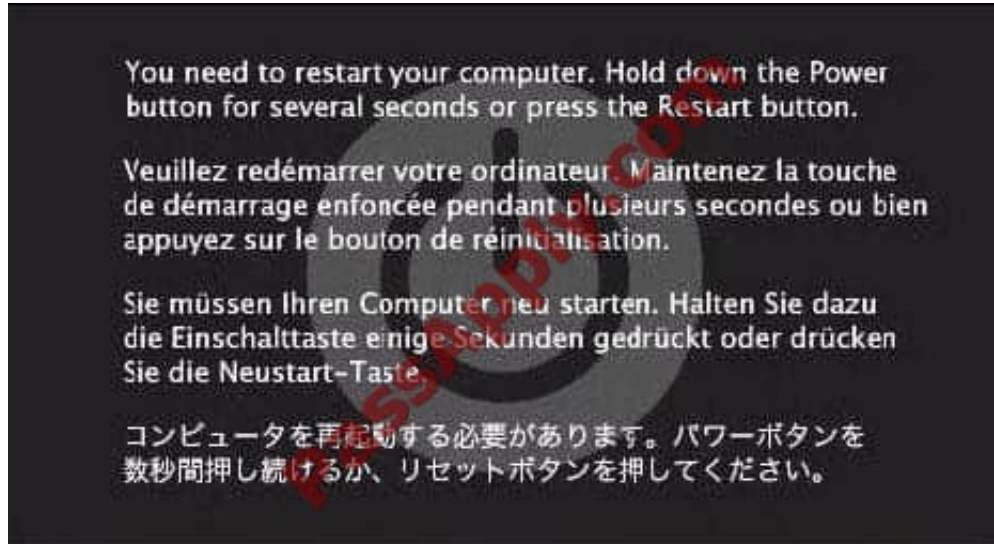
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QUESTION 1

Examine the exhibit.

What is this message?

A. Kernel Panic

B. Software Update

C. Firmware Update

D. Power-On Self-Test

Correct Answer: A

Kernel Panic Basics A kernel panic is a type of error that occurs when the core (kernel) of an operating system receives aninstruction in an unexpected format, or that it fails to handle properly. A kernel panic may also follow when the operating system is not able to recover from a different type of error. Akernel panic can be caused by damaged or incompatible software or, more rarely, damaged or incompatiblehardware.

Kernel panics in Mac OS should not be confused with an application freeze. Instead of just one application nolonger functioning, the entire system is no longer operable. Here you see the onscreen dialog a Mac running Mac OS X 10.2 or later displays.

You need to restart your computer. Hold down the Power
button for several seconds or press the Restart button.

Veuillez redémarrer votre ordinateur. Maintenez la touche
de démarrage enfoncée pendant plusieurs secondes ou bien
appuyez sur le bouton de réinitialisation.

Sie müssen Ihren Computer neu starten. Halten Sie dazu
die Einschalttaste einige Sekunden gedrückt oder drücken
Sie die Neustart-Taste.

コンピュータを再起動する必要があります。パワーボタンを
数秒間押し続けるか、リセットボタンを押してください。

For more detailed information on kernel panics, review "About \\'You need to restart your computer\\' (kernelpanic) messages".http://support.apple.com/kb/TS3742

QUESTION 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.

Correct Answer: B

Run all available OS Stand Alone tests. Assuming all tests pass, then go on to step e. If oneor more test modules fail, consult the ASD Test Results Guide to interpret the failureindication and troubleshoot the failure from that point. Be sure to re-run all tests again afterresolving the failure to ensure the root cause of the issue is resolved and no other issueshave appeared.

QUESTION 3

In the MacBook Air (11-inch, Mid 2012) which cable tab includes a 2D barcode of the display clamshell serial number?

A. EDP

B. VDP

C. LVDS

D. LCDS

Correct Answer: A

Note: The Mid 2012 model includes a 2D barcode of the display clamshell serial number located on the underside of the pull tab for the EDP cable. The barcode links the display to the system serial number.

QUESTION 4

You are replacing a logic board in a Mac Pro. You should handle the board by its _____.

A. edges

B. heat sinks

C. connectors

D. components

Correct Answer: A

QUESTION 5

How many conductive wraps are provided with replacement AirPort/Bluetooth cards for the MacBook Pro (13-inch, Late 2011)

A. 1

B. 2

C. 3

D. 4

Correct Answer: C

Steps for Reassembly

Important: Every time you install a replacement AirPort/Bluetooth card or card holder, youmust also replace the card\\'s thermal pad and conductive wrap.

Cards and card holders are provided as kits, which include the thermal pad and 3conductive wraps (designed for 3 different models).

Use the illustration below to select the MacBook Pro (13-inch, Early and Late 2011) wrap,marked with yellow arrow.

Discard remaining 2 wraps.

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