

# 9L0-412<sup>Q&As</sup>

OS X Support Essentials 10.8 Exam

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#### **QUESTION 1**

When a user chooses Shut Down from the Apple me	enu, what process quits	s 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

Correct Answer: C

# **QUESTION 2**

On your OS X Mountain Lion computer, you want the Finder to display filename extensions by default. How can you configure this setting from the Finder?

- A. Choose Preferences from the Finder menu, click Advanced, and select the option "Show all filename extensions."
- B. Control-click anywhere on the Desktop, select Preferences from the pop-up menu, click Advanced, and select the option "Show all filename extensions."
- C. Choose Show View Options from the View menu, and select the option "Show all filename extensions."
- D. Select any file icon, and choose Get Info from the File menu. In the Info window, click the disclosure triangle next to Name and Extension, deselect the option "Hide extension," and click Change All.

Correct Answer: A

### **QUESTION 3**

On an OS X computer running Mountain Lion, changes made in the Software Update pane of System Preferences apply to ALL users of the system.

- A. True
- B. False

Correct Answer: A

#### **QUESTION 4**

Which dynamic service discovery protocol does OS X use to discover devices on a network?

A. SLP



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B. AppleTalk

C. Bonjour

D. DynDNS

Correct Answer: C

#### **QUESTION 5**

You upgrade a Snow Leopard Mac that has legacy FileVault encryption to Mountain Lion. If a user forgets his login password, how can you help him regain access to his encrypted home folder?

A. Log in to the admin user account, open Keychain Access, open the user\\'s login keychain, and then let the user view the account password.

- B. At the Login Window, enter an incorrect password three times in a row. When the "forgot your password" dialog appears, click the Arrow next to Master Password. Enter the master password, and then reset the user account password.
- C. Log in to the admin user account, open Users and Groups preferences, click Reset Password, enter the admin password, and then reset the user account password.
- D. At the Login Window, enter an incorrect password three times in a row. When the "forgot your password" dialog appears, click the Arrow next to Apple ID. Enter the user\\'s Apple ID, and then reset the user account password.

Correct Answer: B

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