



# 9L0-012<sup>Q&As</sup>

Mac Service Certification Exam

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### QUESTION 1

What caution should a technician be aware of before attempting to remove hard drives or optical drive carrier from a MacPro (Mid 2012)?

- A. The rear latch must be lifted or the drives are locked in a place.
- B. The rear latch should be in the closed position to unlock drives.
- C. The hard drives must be unscrewed from the carrier before removal.
- D. The optical drive screws must be removed before sliding the carrier out of enclosure.

Correct Answer: D

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### QUESTION 2

Which of the following measurements is an example of an appropriate use of a Multimeter when troubleshooting a Mac?

- A. Measure logic board battery voltage.
- B. Measure amount of ESD voltage in the area.
- C. Measure digital signals on the main processor.
- D. Measure amount of AC volts going to the hard drive or SSD.

Correct Answer: D

Reference: <http://www.wikihow.com/Use-a-Multimeter>

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### QUESTION 3

According to the Apple Troubleshooting theory, at what stage should you run a diagnostic?

- A. After determining the issue is not hardware
- B. After determining the issue is Education Opportunity
- C. After determining the issue is caused by the Environment
- D. After determining the issue is with the device's Software or Hardware

Correct Answer: D

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#### QUESTION 4

When applying thermal grease during a repair of the Mac Pro (Late 2013), which of the following are required?

- A. Access card tool
- B. Putty knife
- C. CPU grease ruler
- D. CPU grease stencil
- E. Capacitor shield

Correct Answer: A

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#### QUESTION 5

Janine explains that WI-FI connectivity from her MacBook Pro is intermittent when she is at home. Which of the following questions would help you further evaluate this WI-FI issue? Select two.

- A. What web browser are you using?
- B. Are all wireless computers affected?
- C. Is FileVault 2 on?
- D. How much RAM do you have installed?
- E. Are you experiencing billing issues with your service provider?
- F. Are any hubs, routers, or other computers connected to the network?

Correct Answer: EF

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