



# 9L0-066<sup>Q&As</sup>

OS X Yosemite Troubleshooting

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### QUESTION 1

John is attempting to use Handoff with his recently updated iPhone and Mac. It is not pairing successfully. He just added home networking equipment to improve signal range. What troubleshooting step should John try first?

- A. Verify that iPhone Cellular Calls are turned on in System Preferences > Network.
- B. Reset Network Settings on iPhone.
- C. Verify that both devices are connected to the same Wi-Fi network.
- D. Verify that both devices are connected to a Wi-Fi network using WPA2 security.

Correct Answer: B

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### QUESTION 2

Randall is using OS X Yosemite v10.10 on a MacBook Air (Late 2010). He would like to AirDrop a 7GB file to a colleague. The colleague is using OS X Mountain Lion v10.8.5 on an iMac (Early 2009). Randall cannot locate the colleague's iMac in AirDrop. Which of the following is preventing this transfer?

- A. AirDrop does not support files larger than 5GB.
- B. The iMac (Early 2009) does not support AirDrop.
- C. On the MacBook Air, Randall must first click "Don't see who you're looking for?"
- D. OS X Yosemite cannot AirDrop with OS X Mountain Lion.

Correct Answer: C

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### QUESTION 3

Angela is having trouble with fonts installed in her user account. Where are these fonts located?

- A. /Users/Fonts
- B. /System/Library/Fonts
- C. /Library/Fonts
- D. -/Library/Fonts

Correct Answer: B

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### QUESTION 4

Gary purchased a new USB 2.0 input device for his iMac (Late 2013). He installed the software that shipped with the device, but it does not seem to work. He has tried all of the USB ports on the back of the iMac, but the issue persists.



Which of the following troubleshooting tools or techniques would help Gary isolate the issue?

- A. Apple Hardware Test
- B. Activity Monitor
- C. Apple Diagnostics
- D. System Information

Correct Answer: C

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#### QUESTION 5

Your customer asks, "What version of OS X do I have to have installed on my older Mac so I can download OS X Yosemite from the App Store?" Which of the following is the correct response?

- A. "To download OS X Yosemite from the App Store, you will need to have Mac OS X Snow Leopard v10.6.8 or newer installed."
- B. "To install OS X Yosemite, you will need to download a version of Mac App Store that will run on any version of OS X."
- C. "To download OS X Yosemite, you will need to have OS X Mountain Lion v10.8 installed and App Store running."
- D. "To update to OS X Yosemite, you need to have Mac OS X Leopard v10.5.2 or later already installed on your Macs."

Correct Answer: A

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