



9L0-066^{Q&As}

OS X Yosemite Troubleshooting

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QUESTION 1

Joseph enabled FileVault 2. He then forgot the administrator password. How can you help Joseph?

- A. Ask Joseph to startup from OS X Recovery and choose
- B. Have Joseph startup from OS X Recovery and open the Firmware Password utility
- C. Explain to Joseph that he can unlock the disk using the recovery key created when FileVault 2 was enabled.
- D. Help Joseph erase the hard disk and reinstall OS X and forgotten.

Correct Answer: B

QUESTION 2

Sheryl is configuring a drive on the office server to be used by Time Machine. Each of the Mac computers in the office will be set up to use that network drive. Which of the following network protocols must the server use to make that drive available to Time Machine on each Mac computer?

- A. File Transfer Protocol (FTP)
- B. Apple Filing Protocol (AFP)
- C. User Datagram Protocol (UDP)
- D. Reverse Address Resolution Protocol (RARP)

Correct Answer: B

QUESTION 3

Where can a user disable the automatic login of a user account?

- A. System Preferences > Users and Groups > Login Options
- B. System Preferences > Security and Privacy > General
- C. System Preferences > Security and Privacy > Privacy
- D. System Preferences > Users and Groups > Login Items

Correct Answer: A

QUESTION 4

John states that the external hard drive he uses to store music is not visible in the Finder. Your drive is properly plugged in and listed in System Information. How should you continue troubleshooting the issue?



- A. Troubleshoot the issue using Activity Monitor.
- B. Troubleshoot the issue using Disk Utility.
- C. Troubleshoot the issue using Apple Diagnostics.
- D. Troubleshoot the issue using Console.

Correct Answer: B

QUESTION 5

Wireless Diagnostics incorporates Monitor Mode. Which of the following customer scenarios would Monitor Mode help with the most?

- A. A customer is having trouble sending and receiving Mail on a company wireless network.
- B. A customer will intermittently have a Wi-Fi connection drop. The customer cannot narrow down any specific time that it happens.
- C. A customer cannot connect to any password-protected wireless networks.
- D. A customer is experiencing slow speeds on a specific public Wi-Fi connection.

Correct Answer: B

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