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**Exam** : **9L0-061**

**Title** : MAC OS X 10.5  
Troubleshooting Exam

**Version** : DEMO

1. An application in Leopard has become unresponsive, and you wish to force the application to quit. Which THREE of the following are ways to Force Quit an unresponsive application in Leopard? SELECT THREE

- A. Press Command-Control-Eject
- B. Press Command-Option-Escape
- C. Choose Force Quit from the Apple Menu
- D. Control-click the application's icon in the Dock
- E. Press and hold the power button for ten seconds
- F. Press and hold the mouse button for ten seconds

Answer: BCD

2. A customer would like to install Leopard onto a Mac with Mac OS X 10.2 Jaguar. What installation options will be available to this customer? SELECT ALL THAT APPLY.

- A. Upgrade
- B. Secure Install
- C. Erase and Install
- D. Archive and Install

Answer: CD

3. Which TWO of the following Macintosh Computers DO NOT support Leopard? SELECT TWO

- A. Mac Pro
- B. iBook G3
- C. Power Mac G5
- D. Power Mac G4 Cube
- E. PowerBook G4 (12-inch)

Answer: BD

4. After installing Windows on his Mac with Leopard using Boot Camp, a customer is unable to eject the Windows Installer CD from his optical drive. What should you tell this customer?

- A. The optical drive may have failed, and should be brought in for testing.

- B. Apple does not support Boot Camp and the customer should contact Microsoft for support.
- C. Until the customer installs the Mac drivers for Windows, he will be unable to use the eject key on his keyboard.
- D. The customer did not run the required firmware update and needs to do so before the optical drive will work with Windows.

Answer: C

5. Which TWO of the following are supported ways of restoring a file or folder from a Time Machine backup in Leopard? SELECT TWO

- A. Manual restore through Finder
- B. Restore from the Time Machine interface
- C. Time Machine Restore Utility in the Utilities folder
- D. Use the Restore tab in the Time Machine system preference pane.

Answer: AB

6. A customer using a Mac with Leopard complains that she set up a new user account in Accounts preferences, but that user does not appear in the Login Window. Which of the following is the most likely explanation for this?

- A. The user has a sharing only account.
- B. The user has attempted to log in too many times.
- C. The user has time limits applied that have expired.
- D. The user has parental controls applied that have been activated.

Answer: A

7. Which one of the following combinations of network configurations would require multiple locations to properly configure?

- A. PPP dialup IP address with modem and DHCP IP address with AirPort.
- B. DHCP IP address with built-in Ethernet and DHCP IP address with AirPort.
- C. PPP dialup IP address with modem and fixed IP address with built-in Ethernet.
- D. Fixed IP address with built-in Ethernet and DHCP IP address with built-in Ethernet.

Answer: D

8. Leopard supports the creation of groups to manage permissions for multiple user accounts.

A. True

B. False

Answer: A

9. Examine the exhibit. What does this symbol mean when starting Leopard?



A. The Mac is unable to find a startup disk that contains boot files.

B. The Mac cannot identify one or more folders on the hard disk.

C. The Mac cannot identify one or more files on the hard disk.

D. The Mac is unable to find the Classic environment.

Answer: A

10. A customer complains that the image on her MacBook's display is too large and distorted. Which of the following would be the best suggestion to resolve this issue?

A. Open Display preferences and change the display resolution.

B. Adjust brightness control to a more optimum setting.

C. Restart the MacBook in Verbose Mode.

D. Replace the display assembly.

Answer: A

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