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**Exam** : **9L0-415**

**Title** : OS X Support Essentials  
10.9

**Version** : DEMO

1. Your Mac is started up from its OS X Recovery partition. You need to repair the hard disk. Which procedure will let you perform the repair?

- A. Select Disk Utility in the OS X Utilities window, click Continue, select the hard disk, and click Repair Disk.
- B. In the OS X Utilities window, click Select Volume, click Continue, select the hard disk, and click Verify & Repair.
- C. Quit the Recovery app, then open Disk Utility from the /Applications/Utilities/ folder on the OS X Recovery partition, select the hard disk, and click Repair Disk.
- D. Quit the Recovery app, then open Disk Utility from the /Applications/Utilities/ folder on the Macintosh HD partition, select the hard disk, and click Repair Disk.

**Answer: A**

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

- A. SLP
- B. AppleTalk
- C. Bonjour
- D. DynDNS

**Answer: C**

3. Review the screenshot, and then answer the question below.



You connect an HFS+-formatted FireWire hard disk to a Mac, and configure it as shown in the screenshot. What will happen the next time a standard user attempts to mount the hard disk?

- A. The disk will mount, and the user will be able to read, modify, and delete any file on the disk.
- B. The user will be required to enter an administrator password to mount the disk; once the disk is mounted, the user will be able to read any file on the disk, but will be required to re-enter an administrator password to modify or delete files.
- C. The disk will mount, and the user will be able to read any file on the disk; the user will be required to enter an administrator password to modify or delete files on the disk.
- D. The user will be required to enter an administrator password to mount the disk; once the disk is mounted, the user will be able to read, modify, and delete any file on the disk.

**Answer: A**

4. In OS X Mountain Lion, where do most applications that are NOT sandboxed store their user-specific preferences?

- A. In a preferences database file in /Library/
- B. In .DS\_Store files, at the root level of ~/
- C. In a preferences database file in ~/Library/
- D. In application-specific preferences files in ~/Library/Preferences/

**Answer: D**

5. Migration Assistant is open on a Mac with OS X Mountain Lion installed. It CANNOT migrate user files from \_\_\_\_\_.

- A. a Time Machine backup on a connected USB hard disk
- B. an archive stored on iCloud
- C. another volume on the same computer
- D. a Windows XP computer with Service Pack 3 or later installed

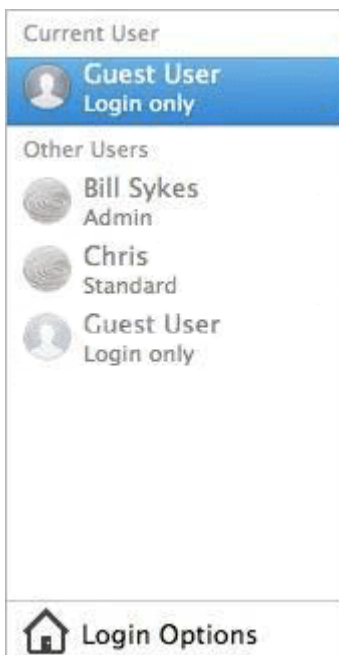
**Answer: B**

6. 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

**Answer: A**

7. Review the screenshot of the My Account pane of Users & Groups preferences, and then answer the question below.



An OS X Mountain Lion computer has three local users configured as shown above. Bill Sykes has lost the password to his account. Which procedure will let you reset his password?

- A. Log in as Bill Sykes using the root password, open Users & Groups preferences, and then reset his password.
- B. Restart the Mac from the OS X Recovery partition, open Terminal from the Utilities menu, type `resetpassword` and press Return to open the Reset Password utility, and then reset his password.
- C. Log in as Chris, open Directory preferences and enable the root user, then authenticate as the root user in Users & Groups preferences, and then reset Bill Sykes' password.
- D. Log in as Chris, open Reset Password from the Utilities folder, and then reset Bill Sykes' password.

**Answer: B**

8. You are logged into a MacBook Pro as a standard user. How can you display the OS X Mountain Lion

build number?

- A. Choose About This Mac from the Apple menu, and then click the text directly under OS X until the build number is revealed.
- B. Type build\_number in Spotlight, and then scroll through the resulting information until the build number is revealed.
- C. In the General pane of System Preferences, click the Info disclosure triangle to reveal the build number.
- D. Choose Software Update from the Apple menu, and then choose Build Number from the Update menu.

**Answer: A**

9. Review the screenshot, and then answer the question below.



If you click Delete User in the dialog shown above, what will happen to James White's home folder?

- A. It will be moved to the Trash.
- B. "Deleted" will be appended to the home folder name, and it will be archived in Time Machine in a compressed and encrypted file.
- C. "Deleted" will be appended to the home folder name, and its permissions will be changed to allow administrator user access only.
- D. It will be deleted immediately, without being moved to the Trash.

**Answer: D**

10. Which of these is a recovery key storage location that FileVault 2 offers when you enable it?

- A. Your iCloud account
- B. The System Keychain
- C. The OS X Recovery partition
- D. An Apple server

**Answer: D**

11. Review the screenshot, and then answer the question below.



You are manually restoring the home folder for a new user account, and see the message shown above. What will happen if you click Cancel?

- A. The existing home folder's name will be changed to match the one you entered in the new account sheet.
- B. The account name will be changed to the name of the existing home folder.
- C. You will be returned to the new account sheet in the Users & Group pane.
- D. The existing home folder will be displayed in the Finder with the name selected.

**Answer: C**

12. You are configuring an OS X Mountain Lion computer that will be located in a public space. You want anyone to be able to log in and use Safari, but you do NOT want their Safari browser history to remain on the computer after users log out. Which action will let the computer function in the desired manner?

- A. Enable the Guest account for login.
- B. Create a managed account with Parental Controls.
- C. Create a Sharing Only account.
- D. Create a Guest account.

**Answer: A,B,D**

13. You are configuring an OS X Mountain Lion computer that will be located in a public space. You want anyone to be able to log in and use Safari, but you do NOT want their Safari browser history to remain on the computer after users log out. Which action will let the computer function in the desired manner?

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- C. Create a Sharing Only account.
- D. Create a Guest account.

**Answer: A,B,D**

14. Which OS X Mountain Lion tool can help you create a strong password?

- A. Password Audit, accessible from Security preferences
- B. Password Assistant, accessible from Users & Groups preferences
- C. Security Audit, accessible from Directory Utility
- D. Password Checking, accessible from Parental Controls preferences

**Answer: B**

15.Which statement is true of ALL THREE buses: USB, FireWire, AND Thunderbolt?

- A. The bus can operate at speeds of at least 4 Gbps.
- B. An Intel-based Mac can start up into target disk mode using this bus.
- C. The bus can host at least 64 peripherals.
- D. An Intel-based Mac can start up from a drive on this bus.

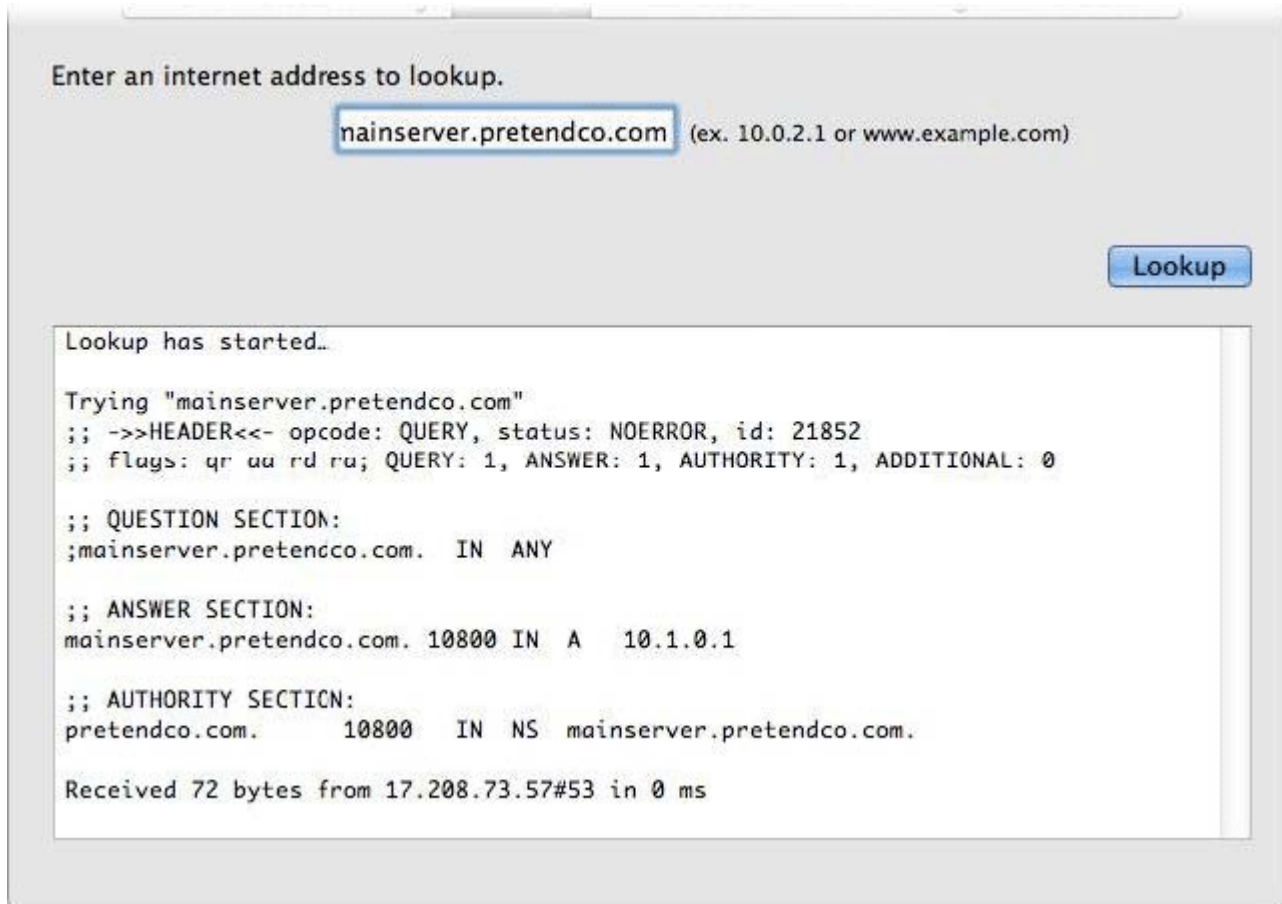
**Answer: D**

16.A new 5 MB file was backed up by Time Machine yesterday. Today the file was edited, and has grown to 6 MB. It is about to be backed up by Time Machine again. How does Time Machine perform this backup?

- A. Time Machine copies the 6 MB file to the backup drive, and deletes the original backup copy of the file from the backup drive.
- B. Time Machine copies the 6 MB file to the backup drive, and keeps both the new backup file and the original backup file on the backup drive.
- C. Time Machine identifies the 1 MB of file changes, copies those changes to a new file on the backup drive, and keeps both the new backup file and the original backup file.
- D. Time Machine identifies the 1 MB of file changes, copies those changes to a new file on the backup drive, then creates a 500 KB parity file, and keeps all three files: the two new files representing the 1 MB of file changes, and the original backup file.

**Answer: C**

17.Review the screenshot of part of a Network Utility window, and then answer the question below.



Which statement accurately interprets the Network Utility Lookup results shown above?

- A. A forward lookup of mainserver.pretendco.com returned the IP address 10.1.0.1.
- B. A reverse lookup of mainserver.pretendco.com returned the IP address 10.1.0.1.
- C. A reverse lookup of 10.1.0.1 returned the name mainserver.pretendco.com.
- D. The DNS server for mainserver.pretendco.com is pretendco.com.

**Answer: A**

18. Review the screenshot of part of a Network Utility window, and then answer the question below.

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- B. A reverse lookup of mainserver.pretendco.com returned the IP address 10.1.0.1.
- C. A reverse lookup of 10.1.0.1 returned the name mainserver.pretendco.com.
- D. The DNS server for mainserver.pretendco.com is pretendco.com.

**Answer: B**

19. In a default OS X Mountain Lion installation, which permission is assigned to the top level of each user's home folder to make it accessible to Guest users who log in locally?

- A. Everyone has Read & Write access.
- B. The staff group has Read & Write access.
- C. The wheel group has Read only access.
- D. Everyone has Read only access.

**Answer: D**



20.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 & 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.

**Answer: B**